hp LaserJet
quick reference
service guide

invent



monochrome service
volume IV

hp monochrome LaserJet quick reference service guide

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Ordering other manuals

The *HP LaserJet Quick Reference Service Guide,* volume III, provides support for newer monochrome printers (see the following page for a complete list of supported printers). It has been created to help the HP LaserJet service engineer quickly troubleshoot common printer problems.

For older monochrome printers, see the *HP LaserJet Quick Reference Service Guide,* volume II. It provides support for the following printers: LJ Companion, LJ 1100, LJ 1100XI, LJ 1100SE, LJ 1100A,LJ 1100AXI, LJ 1100ASE, LJ 1200, LJ 2100, LJ 2100M, LJ 2100TN, LJ 2200, LJ 3100, LJ 3150, LJ 3200, LJ 4000, LJ 4000T, LJ 4000N, LJ 4000TN, LJ 4050, LJ 4050T, LJ 4050N, LJ 4050TN, LJ 5000, LJ 5000N, LJ 5000GN,LJ 5000DN, LJ 8100, LJ 8100N, LJ 8100DN.

Or, see the *HP LaserJet Quick Reference Service Guide,* volume I. It provides support for the following printers:

LJ 6L, LJ 5Si Mopier, LJ 5Si, LJ 5Si MX, LJ 5L, LJ 6P, LJ 6MP, LJ 5P, LJ 5MP, LJ 5, LJ 5M, LJ 5N, LJ 4V, LJ 4MV, LJ 4P, LJ 4MP, LJ 4L, LJ 4ML, LJ 4+, LJ 4M+, LJ4, LJ 4M, LJ 4Si, LJ 4Si MX, LJ IIISi, LJ IIIP, LJ IIP+, LJ IIP, LJ IIID, LJ III, LJ IID, LJ II, LJ 2686D, LJ 2686A.

To obtain service support for HP LaserJet 240 and 320 Mopiers, see the *HP Mopier Family Quick Reference Service Guid*e. To obtain these guides, contact your customer service representative and request: Volume I part number 5021-8943 or Volume II part number 5090-3390.

While the quick reference guides are intended to provide all of the information the service engineer needs for onsite repair of HP products, they are not intended to replace the service manual for any HP LaserJet product. For detailed information about the HP LaserJet products described in this guide, see the user guide or service manuals.

Service manuals for HP LaserJet products are available from Hewlett-Packard. The phone number for the Service Parts Order Desk is:

(800) 227-8164 (U.S. only)

If you are located outside of the U.S., contact your local HP Sales and Service office.

Supported products

Note

This guide is updated on a regular basis as the service needs change, as new products are introduced, and as additional information becomes available.

Supported product	Model number	Average/maximum pages per month (printing)	Service manual part number
LJ 1000	Q1342	1,000/10,000	Q1342-90910
LJ 1005	Q2676A	1,000/10,000	Q2676-90915
LJ 1150	Q1336A	1,000/10,000	Q1334-90928
LJ 1300	Q1334A	1,000/10,000	Q1334-90928
LJ 2300L LJ 2300 LJ 2300n LJ 2300d LJ 2300dn LJ 2300dtn	Q2477A Q2472A Q2473A Q2474A Q2475A Q2476A	NA/30,000 (LJ 2300L) NA/50,000 (all others)	Q2472-90908
LJ 3300mfp	C9126A	1,000/10,000	C9124-90948
LJ 4100mfp	C9148A	NA/150,000	C9148-90909
LJ 4200 LJ4200n LJ4200tn LJ4200dtn LJ4200dtns LJ4200dtnsL	Q2425A Q2426A Q2427A Q2428A Q2446A Q2447A	NA/150,000	Q2431-90912
LJ 4300 LJ 4300n LJ 4300tn LJ 4300dtn LJ 4300dtns LJ 4300dtnsL	Q2431A Q2432A Q2433A Q2434A Q2435A Q2448A	NA/200,000	Q2431-90912
LJ 5000 LJ5000N LJ5000GN LJ5000DN	Q1860A C4111A C4112A C8068A	NA/65,000	C4110-91033?

Supported product	Model number	Average/maximum pages per month (printing)	Service manual part number
LJ 5100 LJ5100tn LJ5100dtn LJ5100Le	Q1860A Q1861A Q1862A Q1863A	NA/65,000	Q1860-90918
LJ 8150 LJ 8150N LJ 8150DN LJ 8150HN LJ 8150mfp	C4265A C4266A C4267A C4269A C4268A	NA/150,000	C4262-90963
LJ 9000 LJ9000n LJ9000dn LJ9000hns	C8519A C8520A C8521A C8522A	Varies by paper size.	C8519-90912
LJ 9000mfp	C8523A	Varies by paper size.	C8523-90921

Service pin codes

Product	PIN code
LJ 1000 LJ 1005 LJ 1150/1300	Not required
LJ 2300	11230002
LJ 3300mfp	Not required
LJ 4100mfp	04410002
LJ4200	11420002
LJ 4300	11430002
LJ 5000/5100	Not required
LJ 8150	Not required
LJ 9000 LJ 9000mfp	00900001

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1 Control panel

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Using the control panel

This section has information about the layout of each product's control panel and how to set the control panel display language.

Table 1-1 Control-panel lights legend (for printers with LED displays)

Light symbol	Meaning of symbol
	Light off
	Light on
	Light blinking

Control panel layout

LJ 1000

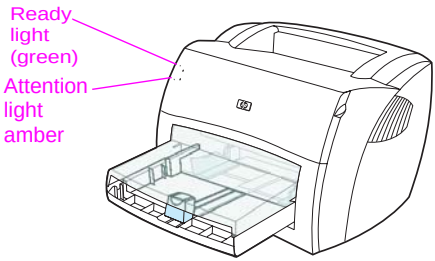


Figure 1-1 Control panel layout (LJ 1000)

LJ 1005/1150/1300

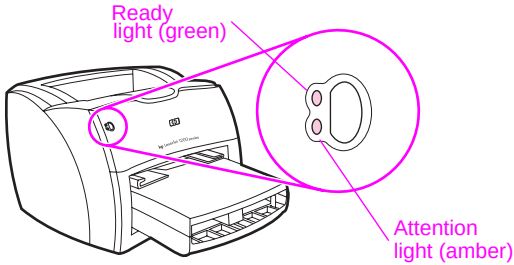


Figure 1-2 Control panel layout (LJ 1150/1300)

LJ 2300

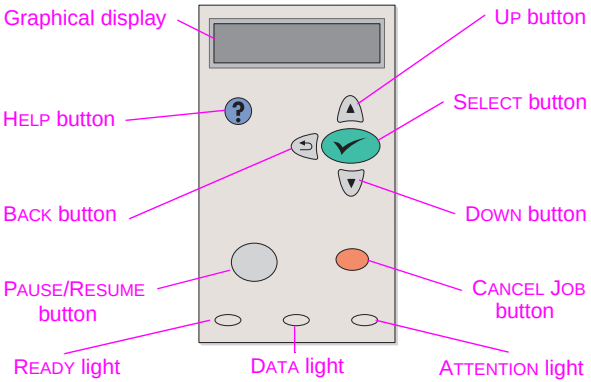


Figure 1-3 Control panel layout (LJ 2300)

LJ 3300mfp

Fax capability is available on the LJ 3330 product. Use the fax controls to send and receive faxes. These controls and the fax menu or software are used to change commonly used fax settings.

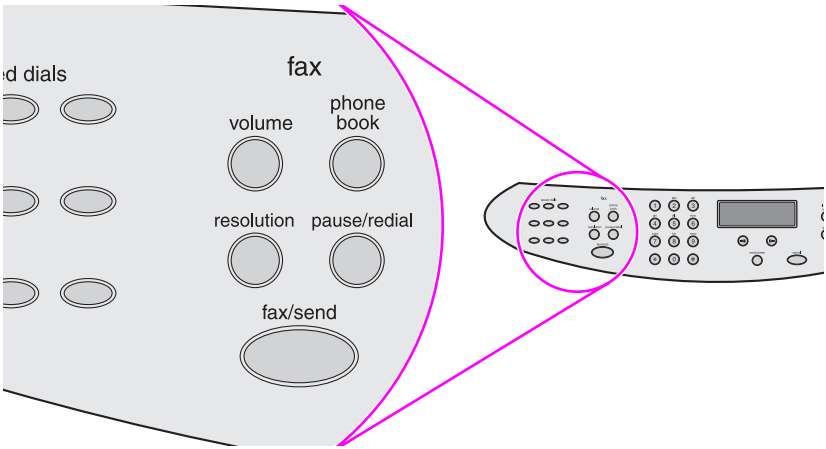


Figure 1-4 Fax controls (LJ 3300mfp)

On the LJ3330, use the alphanumeric buttons to type fax data into the product display screen and dial phone numbers for faxing. For a full description of alphanumeric key characters, see “Using Dialing Characters” in the user guide on the product CD.

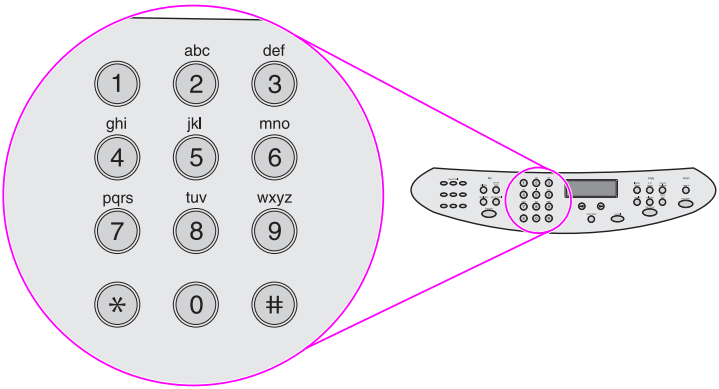


Figure 1-5 Alphanumeric controls (LJ 3300mfp)

Note

Keypad buttons are numeric on non-fax models and alphanumeric on the LJ 3330mfp.

Use the MENU and CANCEL buttons to choose menu options, determine the product’s status, and cancel the current job.

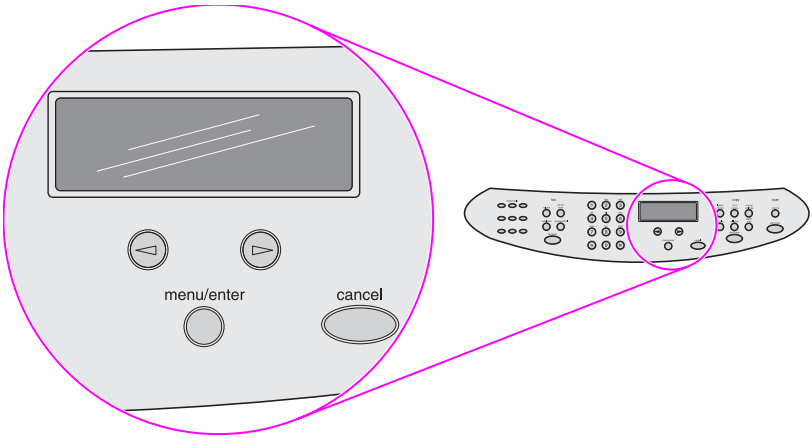


Figure 1-6 Menu/enter and cancel buttons (LJ 3300mfp)

Use the copy, scan, and start controls to change commonly used default settings, to start scanning, and to start copying. For instructions about copying, see “Copying” in the user guide. For instructions on scanning, see “Scanning” in the user guide. The user guide is located on the product CD-ROM.

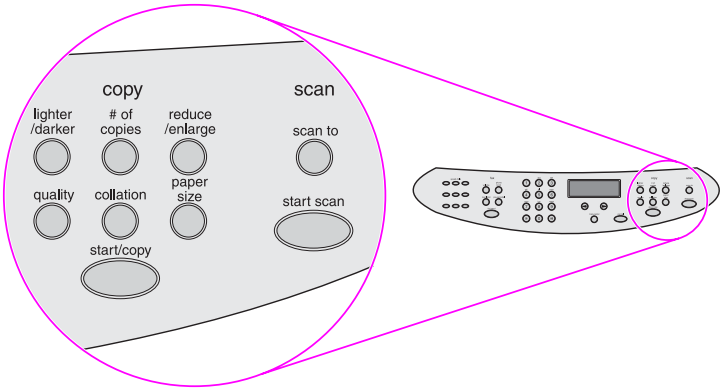


Figure 1-7 Copy, scan, and start controls (LJ 3300mfp)

LJ 4100mfp

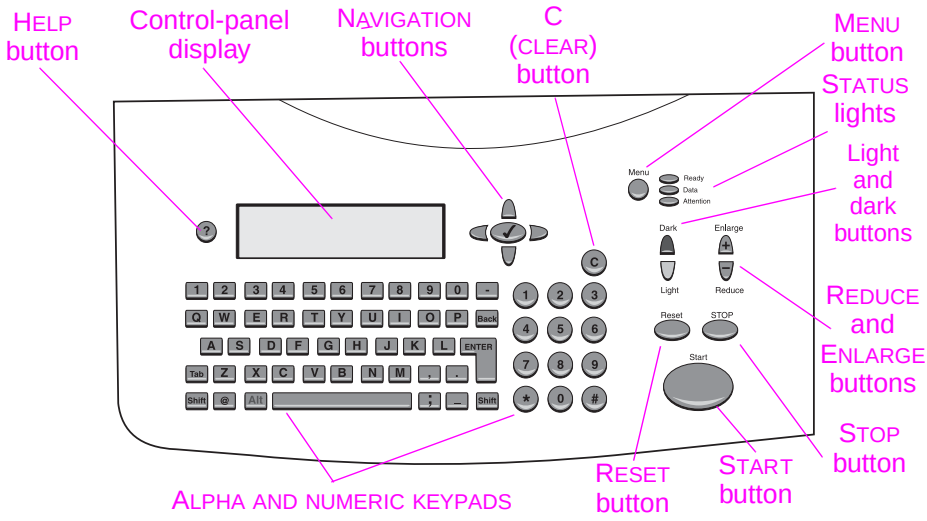


Figure 1-8 Control panel layout (LJ 4100mfp)

LJ 4200/4300

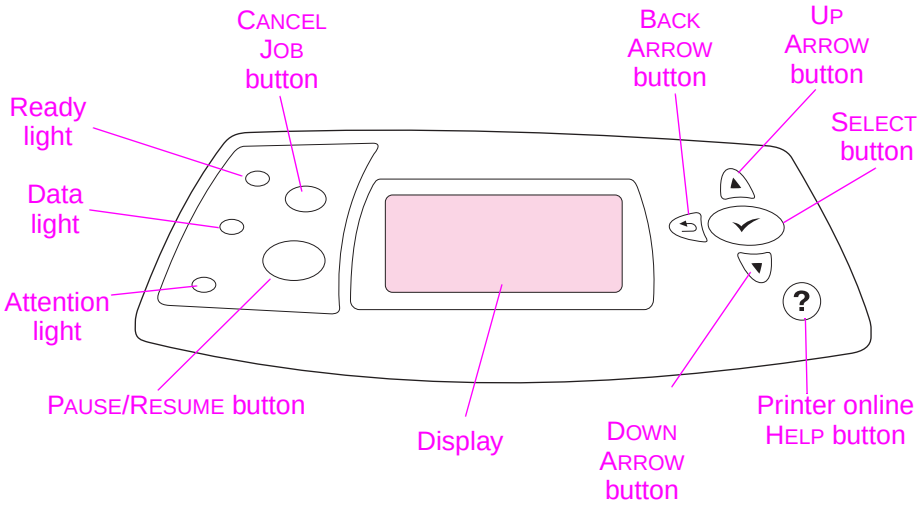


Figure 1-9 Control panel layout (LJ 4200/4300)

LJ 5000/5100

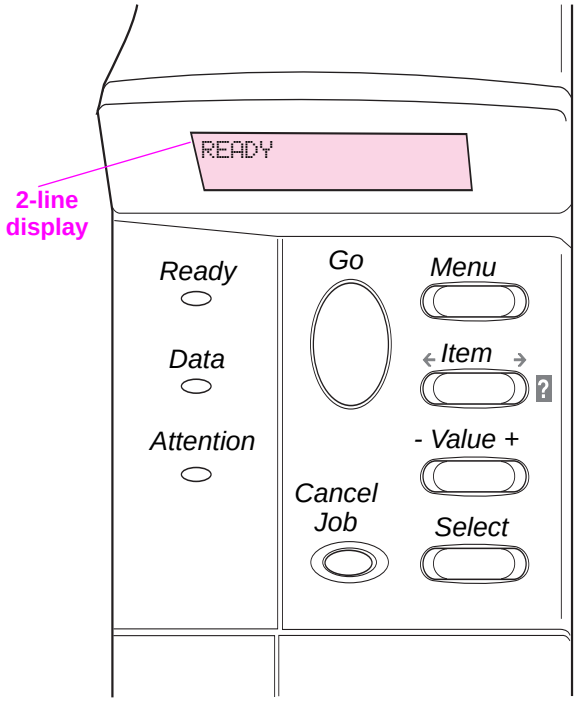


Figure 1-10 Control panel layout (LJ 5000/5100)

LJ 8150

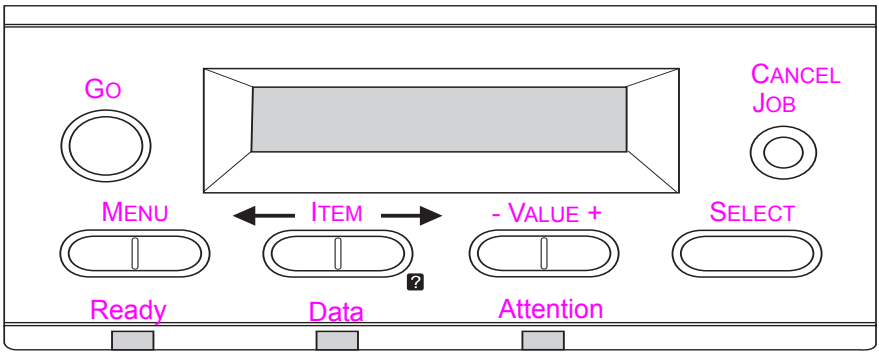


Figure 1-11 Control panel layout (LJ 8150)

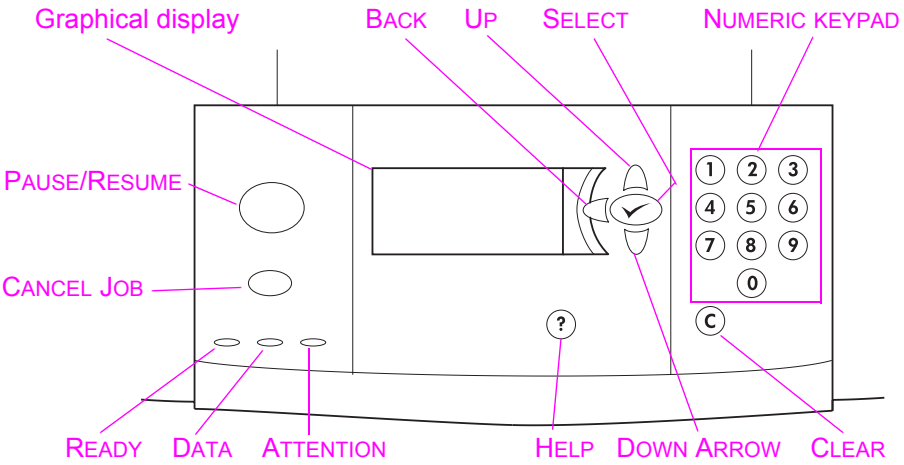


Figure 1-12 LJ 9000 control panel layout

Table 1-2 Control panel button functions (LJ 9000)

Key	Function
Back arrow Up arrow Down arrow	• Navigates to menu items.
SELECT	• Saves the selected value for that item. An asterisk (*) appears next to the selection, indicating that it is the new default. Default settings remain when the printer is switched off or is reset (unless you reset all factory defaults from the `Resets` menu). • Prints one of the printer information pages from the control panel.
Clear	• Returns a numeric entry to its previous value.
Help	• Accesses help about the message currently displayed.
CANCEL JOB	• Cancels the current print job. The time it takes to cancel depends on the size of the print job. (Press it only once.)
PAUSE RESUME	• Returns to the ready or busy state from menus or online help. • Toggles between pause and resume.
NUMERIC KEYPAD	• Enters numeric values.

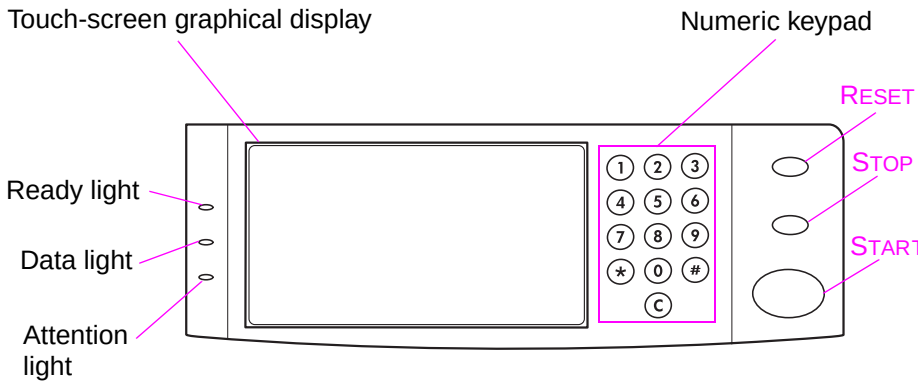


Figure 1-13 LJ 9000mfp control panel layout

Table 1. Control panel features (LJ 9000mfp)

Feature or key	Function
Touch-screen graphical display	• Provides access to settings, help screens, copy functions, and shows device status.
Ready light	• Off—the product is offline or has an error. • On—the product is ready. • Blinking—the product is going offline.
Data light	• Off—the product has no data to print. • On—the product has data to print but is offline. • Blinking—the product is processing the data.
Attention light	• Off—the product has no error. • On—the product has a critical error; turn power off and then on. • Blinking—action is required; see the graphical display.
RESET	• Resets the job settings to factory or user-defined default values.
STOP	• Cancels the active job.

Table 1. Control panel features (continued) (LJ 9000mfp)

Feature or key	Function
START	• Begins a copy job, starts digital sending, or continues a job that has been interrupted.
Numeric keypad	• Allows for input of numeric values.

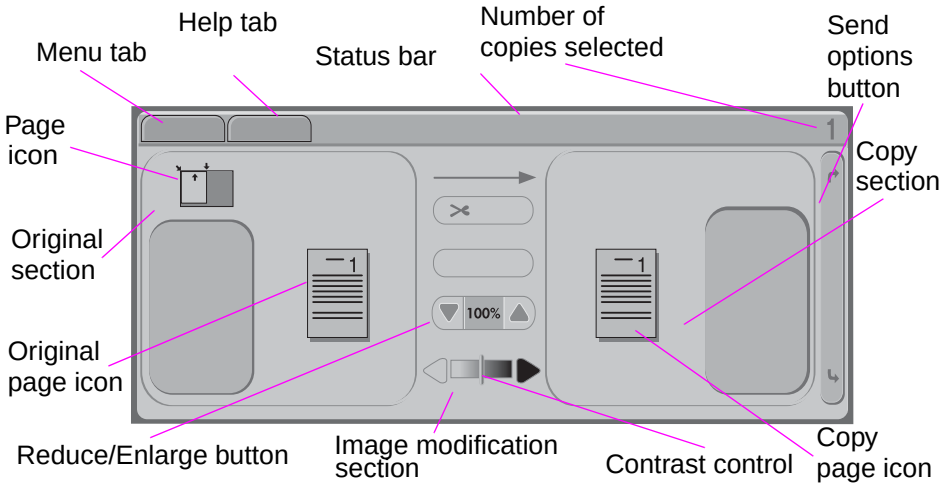


Figure 1-14 LJ 9000mfp touch-screen graphical display

Table 1-3 Touch-screen display features (LJ 9000mfp)

Feature	Function
Status bar	• Shows current device status, number of copies, and menu and Help options.
Menu	• Provides access to settings, such as paper-handling and device configuration.
Original	• Shows settings that describe the original document. The product automatically detects document size.
Copy	• Shows settings that describe the output features of the document.
Send Options	• Allows you to send your documents using e-mail.
Reduce Enlarge	• Reduces or enlarges the size of the scanned image.

Table 1-3 Touch-screen display features (continued) (LJ 9000mfp)

Feature	Function
Contrast Control	• Increases or decreases the brightness of the scanned image.
HELP	• Allows access to “What is this?” Help. This feature is embedded in the touch-screen menus.
Enhance	• Allows access to the screen that contains enhancement features.

Setting the control panel display language

Table 1-4 Setting the control panel display language

Product	Instructions
LJ 1000/1005 LJ 1150/1300	No control panel display.
LJ 2300d LJ 2300n LJ 2300dn LJ 2300dtn The LJ 2300L and LJ 2300 do not support control-panel language changes.	**1** Press the SELECT button to open the menus. **2** Use the UP ARROW or the DOWN ARROW buttons to scroll to the CONFIGURE DEVICE menu, and then press the SELECT button. **3** Use the UP ARROW or the DOWN ARROW buttons to scroll to the SYSTEM SETUP submenu, and then press the SELECT button. **4** Use the UP ARROW or the DOWN ARROW buttons to scroll to LANGUAGE, and then press the SELECT button. **5** Use the UP ARROW or the DOWN ARROW buttons to scroll to desired setting, and then press the SELECT button **6** Press the PAUSE/RESUME button to close the menu.
LJ 3300mfp	**1** Press ENTER/MENU to access the menu. **2** Use the < or > buttons to select COMMON SETTINGS and then press ENTER/MENU. **3** Use the < and > buttons to select LANGUAGE. Use the < and > buttons to select the language you want. **4** Press ENTER/MENU to save the selection.
LJ 4100mfp LJ 4200 LJ 4300	**1** Press and hold the SELECT button while turning on the printer. Continue to hold down the SELECT button until the three control-panel LEDs are illuminated. **2** Release the SELECT button. **3** The message SELECT LANGUAGE appears on the display. **4** Press and release the SELECT button. Wait for the printer to initialize. **5** Use the UP ARROW button or DOWN ARROW button to scroll to the language you want to see on the display. **6** Press the SELECT button to save your choice. An asterisk (*) appears beside the selected language.

Table 1-4 Setting the control panel display language (continued)

Product	Instructions
LJ 5000 LJ 5100 LJ 8150	**1** Press and hold SELECT while turning the printer on. Hold SELECT until SELECT LANGUAGE appears. **2** Release SELECT. INITIALIZING appears briefly. Wait for LANGUAGE=ENGLISH to appear. **3** Press + repeatedly until the desired language appears. **4** Press SELECT to save your choice. An asterisk (*) will appear beside your language selection. **5** Press GO to return to a READY state.
LJ 9000	**1** Press SELECT to open the menus **2** Use UP ARROW or DOWN ARROW to scroll to “configure device”, and then press SELECT. **3** Use UP ARROW or DOWN ARROW to scroll to “system setup”, and then press SELECT. **4** Use UP ARROW or DOWN ARROW to scroll to “language”, and then press SELECT. **5** Use UP ARROW or DOWN ARROW to scroll to the language you want, and then press SELECT.
LJ 9000mfp	**Printer power on** **1** Touch MENU on the touch-screen display. **2** Touch CONFIGURE DEVICE, and then the DOWN ARROW to scroll to SYSTEM SETUP. **3** Touch SYSTEM SETUP, and then the DOWN ARROW to scroll to LANGUAGE. **4** Touch LANGUAGE to activate the selection screen. **5** Select the language you want, and then touch OK. **Printer power off** **1** Press and hold START while turning on the device. **2** Hold START until all three error LEDs are illuminated. Release the START button. **3** Press the UP ARROW or DOWN ARROW to scroll to the language you want, and then press START.

Upgrading the firmware

Not all of the printers in this guide support firmware upgrades. Some printers might support more than one way to accomplish a firmware upgrade. Always print a configuration page and a menu map (if available) so that customer-set options can be reset if necessary.

LJ 1000/1005

The firmware for the LJ 1000 and LJ 1005 is contained in the cable pod (LJ 1000) or on the formatter (LJ 1005). Firmware upgrades are not supported.

LJ 1150/1300

Firmware upgrades are not supported.

LJ 2300

A remote firmware upgrade (RFU) might be available at the http://www.hp.com.support/lj2300 website. If not, a firmware is upgraded by replacing the firmware DIMM.

LJ 3300

Firmware update via flash executable

The configuration page lists the firmware version of the product. On flash-memory-based products, you can update the firmware code by downloading the latest flash executable for the product and running the program according to the readme instructions that come with it. If the firmware becomes corrupted or fails (usually because of an interruption when attempting to update the firmware), the product will no longer function. In this case, a firmware recovery DIMM is available from HP.

Firmware recovery DIMM

A firmware recovery DIMM can be obtained from HP in the rare event that the firmware in flash memory becomes corrupted. When the DIMM is installed in the DIMM slot on the formatter and the product is powered up, the DIMM loads the latest firmware code into the product.

LJ 4100mfp

The HP LaserJet 4100 mfp product supports remote firmware updates (RFUs). The update is downloaded from the website http://www.hp.com/go/lj4100_firmware (downloading a firmware update is similar to downloading printing-system software and printer drivers---see the ReadMe file for updated FRU information).

The RFU process consists of two steps:

1. Determine the version of firmware that is currently installed (print a configuration page). Look for the version information in the device information section of the configuration page.
2. Go to http://www.hp.com/go/lj4100_firmware and download the update. Install the update.

Using HP Web JetAdmin (single update) (LJ 4100mfp)

Note
This procedure requires Web JetAdmin version 6.1 or later. Download the update from the website http://www.hp.com/go/lj4100_firmware and follow the steps below to update a single MFP product.

1. Start the HP Web JetAdmin program.
2. Enter the Internet protocol (IP) address or IP hostname of the printer in the QUICK DEVICE FIND FIELD, and click GO. The printer Status window appears.
3. Click the right arrow on the toolbar to display the UPDATE button. Click the UPDATE button.
4. When prompted for the type of update, click UPDATE PRINTERS, and then click CONTINUE.

5 Under UPLOAD NEW FIRMWARE IMAGE: click BROWSE to locate the .RFU file you downloaded from the website http://www.hp.com/go/lj4100_firmware.

6 Click UPLOAD to move the .RFU file from your hard drive to the HP Web JetAdmin server. Refresh the browser.

7 Select the .RFU file from the SELECT NEW FIRMWARE VERSION: drop-down menu.

8 Click UPDATE FIRMWARE. HP Web JetAdmin sends the selected.RFU file to the printer.

Using HP Web JetAdmin (multiple or unattended update) (LJ 4100mfp)

Note

This procedure requires Web JetAdmin version 6.1 or later. Download the update from the website http://www.hp.com/go/lj4100_firmware and follow the steps below to update multiple MFP products or perform an unattended installation.

1 Start the HP Web JetAdmin program.

2 Create a device group. One way to do this is:

- Click DEVICES on the 1. CHOOSE: drop-down menu.
- Click DEVICE MODEL from the 2. FILTER: drop-down menu.
- In the 3. CRITERIA (OPTIONAL): field, type your MFP model number (for example, 4100)
- Click GO.

3 In the DEVICE LIST, select the printers you want to include in the group and click CREATE GROUP.

4 When prompted, type a name for the new device group, and then click OK.

5 Click UPDATE.

6 When prompted for the type of update, click UPDATE PRINTERS, and then click CONTINUE.

7 From the list of HP printers, select the printers to be updated or click SELECT ALL.

8 Click UPDATE FIRMWARE. HP Web JetAdmin sends the selected .RFU file to the selected printers.

Windows parallel connection (local printer) (LJ 4100mfp)

Note

Download the update from the website http://www.hp.com/go/lj4100_firmware and follow the steps below to update the firmware on a non-shared local printer.

Hint

The LaserJet 4100mfp series uses a type-B parallel cable to connect to a computer's LPT1 port.

1. Open a MS-DOS command window.
2. Type copy /b path\filename portname at the command prompt.
   - path is the location the .RFU file was downloaded to
   - filename is the name of the .RFU file downloaded from the website
   - portname is the appropriate printer port (for example, *LPT1*)
     - For example: *C:copy/b newfirmware.rfu LPT1*
3. Press the computer ENTER key. The .RFU file is sent to the printer.

FTP method (LJ 4100 mfp)

Note

Download the update from the website http://www.hp.com/go/lj4100_firmware and follow the steps below to update the firmware on a network printer.

1. Open a MS-DOS command window.
2. Type **FTP IP ADDRESS** of the printer you wish to update the command prompt. If you do not know the IP address of your printer, print the EIO JetDirect page.
3. Press the computer's ENTER key *twice*.
4. Type **BIN** and press the computers ENTER key.
5. Type **PUT**, followed by the directory and new firmware image file you wish to update your product and press the computer's ENTER key.
   - For example: *ftp> Put C:\newfirmware.rfu*

Note

The HP LaserJet 4100mfp product contains a backup copy of the latest version of firmware on the flash DIMM. If a RFU update fails, the MFP uses this backup copy of the firmware to restart. Then attempt to install the update again. When the MFP starts using the backup copy of the firmware, some mfp capabilities are not functional (for example, copying or digital sending). A successful update must be accomplished to fully restore MFP functions.

LJ 4200/4300

A remote firmware update (RFU) can be downloaded from http://www.hp.com/go/lj4200_firmware or http://www.hp.com/go/lj4300_firmware. The RFU file on the website is a self-extracting .EXE file. Downloading a RFU is similar to downloading printing-system software and printer drivers.

The RFU process consists of two steps:

1. Determine the version of firmware that is currently installed (print a configuration page). Look for the version information in the device information section of the configuration page.
2. Go to http://www.hp.com/go/lj4200_firmware or http://www.hp.com/go/lj4300_firmware and download the update. Install the update.

LJ 5000

World Wide Web

Print drivers and product and support information can be obtained from the following URL:

- http://www.hp.com/support/lj5000

LJ 5100

After May 3, 2003, firmware upgrades are made by replacing the firmware DIMM.

LJ 8150

Printer (LJ 8150)

The latest firmware is available for download from http://www.hp.com.

Once the firmware image is on your C: drive, you have two options:

- Download the file directly to your printer using the manual method given below.
- Use WebJetAdmin to simultaneously download printer firmware to one or more printers.

Manual upgrade (LJ 8150)

1. If your printer is connected via parallel port, JetDirect network port or Standard Network port on the PC, use the following command to upgrade the printer's firmware:

   Open a DOS command window and enter this command: Copy /b <filename> <port name>

2. If your printer is connected over the network to a server or shared printer, use the following command to upgrade the printer's firmware:

   Open a DOS command window and enter this command: Copy /b <filename> \\< computername >\<printername>

   For example, if your machine is jsmith-nt and you have your share defined as LJ8150 then you could send an RFU image to the printer with the command:

   copy /b upgrade.rfu \\jsmith-nt\lj8150

HP WebJetAdmin (LJ 8150)

1. Bring up the WebJetAdmin main page
2. For a single printer, type the IP hostname or IP address of the printer in the Quick Device Find field in the top right corner and click Go. For multiple printer updates see the WebJetAdmin User documentation.
3. Click the right arrow right below the Go button to move to the Update menu option.
4. Select Update and "Update Printer" (rather than "Update JetDirect") and Continue.
5. Use the Browse button to locate the firmware image file you downloaded from the Internet.
6. Use the Upload button to move the firmware image file from your C: drive to the HP WebJetAdmin server.
7. Click the "refresh" icon in the top right corner (it looks like a page with two arrows in a circle).

8 Select the datecode that you want to send to the printer. The datecode is in the format: YYYYMMDD where YYYY is 2000, and MM and DD are the month and day of the firmware build.

9 Click the “Update Firmware” button. HP Web JetAdmin will send the selected firmware image file to the printer.

Digital Copier (8150mfp)

There are three ways to update copy module firmware:

- HP Digital Sender Configuration Utility
- PJL datastream through a parallel port
- HP Resource Manager

All three types of firmware upgrades can be downloaded from the World Wide Web, and the digital sending configuration utility is also available on CD-ROM.

Note

If digital sending is being used on the HP LaserJet 8000 Series MFP, the Digital Sender Configuration Utility is the only method available to upgrade firmware. Using the DOS parallel upgrade method or the HP Resource Manager upgrade method will break the digital sending connection.

Configuration Utility upgrade (LJ 8150mfp)

Before using this method of upgrade, make sure that you have a license number entered in the digital sending utility or you have the actual license to enter into the digital sending utility.

1 Locate the specific workstation that has been servicing the MFP device and that has been administering the digital sending capability.

2 Confirm that the workstation or server has the correct driver connection to the MFP. This connection must be in place for the upgrade to occur.

3 Open the digital sending configuration utility and go to the configuration tab.

4 Confirm that all the settings are correct.

5 Click on the reinitialize button.

6 The upgrade can take several minutes. This will depend on whether there are addresses in the address book manager and how many addresses are being downloaded. A maximum of 200,000 addresses can be downloaded.

7 When the upgrade is complete, the printer and copy module will restart.

PJL Data stream upgrade through a parallel port (8150mfp)

The DOS parallel port upgrade can only be used for upgrading copy capability. If digital sending is being used on the MFP, refer to the digital sender configuration utility upgrade method.

1. Download and unzip the self-extracting CMFxxx.EXE files from www.hp.com and copy it to the PC that will be directly connected to the MFP to perform the upgrade.
2. After expanding, locate the CMFxxx.PJL file and CMFDIR.PJL if needed. Default directory is C:\TEMP
3. Directly connect the PC to the MFP you want to upgrade, usually with a parallel cable.
4. Turn the MFP on and wait until the control panel displays `READY`.
5. If the PC is Windows based, you may have to modify the port settings so that MS DOS print jobs are not spooled. This is done in Windows 95/98 by selecting Start, Settings, Printers, choose the printer using LPT1, select File, Properties, Details, and Port Settings.
6. Open a DOS window.
7. Change directories to the directory containing the CMFxxx.PJL file, if necessary.
8. If the copy module firmware directories are available, go to step 9. If you cannot find the copy module firmware directories, type copy/b CMFDIRS.PJL lpt1 and press the enter key.

Note

This step may result in a disk error if the directories are on the MFP hard disk. This temporary error does not indicate a problem with the disk and will be cleared with a power cycle. The error can be cleared by pressing the “Go” key.

9. Type copy/b CMFxxx.PJL lpt1 and press the enter key.
10. The MFP control panel should display `PROCESSING` for about 30 seconds, then return to displaying `READY` without printing a page.
11. Turn the MFP and the Copy Module off and then back on to complete the upgrade.

HP Resource Manager Upgrade (LJ 8150mfp)

1. Verify that the host PC to be used for the upgrade is a Windows 9x or NT machine and that HP Resource Manager has been successfully installed. (If Resource Manager is not installed, install it using a custom installation from the original HP LaserJet 8100 or 8150 driver Software CD.)
2. Obtain the .mfw files from www.hp.com and copy it to the host computer that will be used to perform the upgrade.
3. Verify that the host PC is connected to the MFP(s) to be upgraded either with a C-type parallel connector or a network.
4. Start HP Resource Manager (Start, Programs, HP LaserJet).

5 Select the preferred communication channel at the bottom of the screen (TCP/IP, IPX/SPX, or Local).

6 Drag the icons for the printers to be updated into the Printers folder. Multiple printers can be updated at the same time.

7 Using the lower right hand window, browse to the new firmware files (*.MFW) and drag the file icons to the firmware folder in the top left window. (This file now appear as a ROF file.)

8 The upper right hand window will be updated to reflect the MFP's status.

9 Click the upgrade button and wait for the operation to complete.

10 Verify that the MFP's status changed to “upgraded.”

11 Power the LaserJet and the Copy Module off and back on to complete the update.

LJ 9000

The process for upgrading printer firmware remotely involves three steps:

1 Determine the current level of firmware installed on the printer.

2 Go to the http://www.hp.com/go/lj9000_firmware Web site and download the latest firmware.

3 Download the new firmware to the printer.

Downloading the new firmware to the printer (LJ 9000)

You can send an RFU upgrade to a printer at any time; the printer waist for all input/output channels to become idle before turning power off and back on.

Note

If the firmware upgrade involves a change in the format of NVRAM, the NVRAM settings will be lost and must be reset by the customer.

Windows systems (LJ 9000)

Note

Some Windows systems require the following command to be performed at the command prompt if the system receives a “time out’ error during the printer upgrade process: “mode lpt1:,,p”.

If the printer is shared on a network, then the following command can be issued from a command prompt:

```
copy /b FILENAME \\SHARENAME\PRINTERNAME
```

where FILENAME is the name of the RFU file, SHARENAME is the name of the computer from which the printer is being shared, and PRINTERNAME is the printer share name.

If the printer is connected locally, then the RFU file can be sent directly to the printer with a COPY command from a command prompt or MS-DOS window:

```
copy /b FILENAME PROTNAME
```

where FILENAMEis the name of the RFU file, and PORTNAME is the name of the appropriate printer port (such as LPT 1).

You can also send the file through a FIR port.

UNIX systems (LJ 9000)

Any method that delivers the RFU file to the printer will work, including:

```
$ cp /home/yourmachine/FILENAME /dev/parallel
```

where /home/yourmachine/FILENAME contains the RFU file.

HP Web JetAdmin (LJ 9000)

This procedure requires that Web JetAdmin version 6.1 or later be installed. Complete the following steps to upgrade a single printer through Web JetAdmin after downloading the RFU file from the HP Web site.

1. Start HP Web JetAdmin.
2. Enter the internet protocol (IP) address or IP hostname of the printer in the **Quick Device Find** field, and then click **Go**. The printer Status window appears.
3. Click the right arrow on the toolbar to display the **Update** button.
4. Click **Update**.
5. When prompted for the type of update to perform, click **Update Printers**, and then click **Continue**.
6. Under **Upload new firmware image:**, click **Browse** to locate the RFU file you downloaded from the http://www.hp.com/go/lj9000_firmware Web site.
7. Click **Upload** to move the RFU file from your hard drive to the HP Web JetAdmin server.
8. Refresh the browser.
9. Select the RFU file from the **Select new firmware version:** drop-down menu.
10. Click **Update Firmware**. HP Web JetAdmin sends the selected RFU file to the printer.

Also, HP Web JetAdmin 6.1 can be used to perform multiple or unattended installations:

1. Start HP Web JetAdmin.
2. Create a device group. A simple way to do this is to:
3. Click **Devices** on the 1. **Choose**: drop-down menu.
4. Click **Device Model** from the 2. **Filter**: drop-down menu.
5. Type iy9000lw in the 3. **Criteria (Optional):** field.
6. Click **Go**.

7 In the **Device List**, select the printers you want to include in the group and click **Create Group**.

8 When prompted, type a name for the new device group, and then click **OK**.

9 Click **Update**.

10 When prompted for the type of update to perform, click **Update Printers**, and then click **Continue**.

11 From the list of HP Devices, select the printers to be upgraded, or click **Select All**.

12 Click **Update** to install the new printer firmware.

LJ 9000mfp

The process for upgrading MFP firmware involves three steps:

1 Determine the current level of firmware installed on the MFP.

2 Go to the http://www.hp.com/go/lj9000mfp_firmware website and download the latest firmware.

3 See "Downloading the new firmware to the printer (LJ 9000)" below to download the new firmware to the MFP.

Downloading the new firmware to the MFP (LJ 9000mfp)

You can send a RFU to the MFP at any time. The MFP waits for all input/output channels to become idle before turning power off and back on.

Note

If the firmware upgrade involves a change in the format of NVRAM, the NVRAM settings will be lost and must be reset again by the customer.

Microsoft® Windows® systems (LJ 9000mfp)

Note

Some Windows systems require the following command to be performed at the command prompt if the system receives a “time out” error during the MFP firmware upgrade process:
“mode lpt1:,,p”

If the MFP is shared on a network, then the following command can be issued from a command prompt:

copy /b FILENAME \\SHARENAME\PRINTERNAME

where FILENAME is the name of the RFU file, SHARENAME is the name of the computer from which the MFP is being shared, and PRINTERNAME is the MFP share name.

If the MFP is connected locally, then the RFU file can be sent directly to the MFP with a copy command from a command prompt or MS-DOS® window:

```
copy /b FILENAME PORTNAME
```

where FILENAME is the name of the RFU file, and PORTNAME is the name of the appropriate print engine port (such as LPT 1).

You can also send the file through an infrared receiver (IR) pod.

UNIX® systems (LJ 9000mfp)

Any method that delivers the RFU file to the MFP will work, including:

```
$ cp /home/yourmachine/FILENAME /dev/parallel
```

in which /home/yourmachine/FILENAME contains the RFU file.

Using HP Web JetAdmin (LJ 9000mfp)

Note
This procedure requires that HP Web JetAdmin version 6.1 or later is installed.

Complete the following steps to upgrade the firmware for a single MFP through HP Web JetAdmin after downloading the RFU file from the HP website.

1. Start HP Web JetAdmin.
2. Enter the internet protocol (IP) address or IP hostname of the MFP in the **Quick Device Find** field, and then click **Go**. The printer Status window appears.
3. Click the right arrow on the toolbar to show the **Update** button.
4. Click **Update**.
5. When prompted for the type of update to perform, click **Update Printers**, and then click **Continue**.
6. Under **Upload new firmware image:**, click **Browse** to locate the RFU file you downloaded from the http://www.hp.com/go/lj9000_firmware website.
7. Click **Upload** to move the RFU file from the hard drive to the HP Web JetAdmin server.
8. Refresh the browser.
9. Select the RFU file from the **Select new firmware version:** drop-down menu.
10. Click **Update Firmware**. HP Web JetAdmin sends the selected RFU file to the MFP.

Also, HP Web JetAdmin 6.1 or later can be used to perform multiple installations.

1. Start HP Web JetAdmin.

2 Create a device group. A simple way to do this is to:

   a Click **Devices** on the **Choose** drop-down menu.

   b Click **Device Model** from the **Filter** drop-down menu.

   c Type “iy9000lw” in the **Criteria (Optional)** field.

   d Click **Go**.

5 In the **Device List**, select the printers you want to include in the group and then click **Create Group**.

6 When prompted, type a name for the new device group, and then click **OK**.

7 Click **Update**.

8 When prompted for the type of update to perform, click **Update Printers**, and then click **Continue**.

9 From the list of HP Devices, select the printers to be upgraded, or click **Select All**.

10 Click **Update** to install the new MFP firmware.

2 Service and troubleshooting

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Troubleshooting

When the printer malfunctions or encounters an unexpected situation, information on the printer control panel (messages and/or illuminated LEDs) alert you to the situation. This section contains a pre-troubleshooting checklist that helps eliminate many possible causes of the problem. The remainder of the chapter provides steps for correcting the problems that have been identified.

Before beginning any troubleshooting procedure, check the following:

- Are supply items for example, the print cartridges, fuser, and rollers) within their rated life?
- Does the configuration page reveal any configuration problems?

Note

The customer is responsible for checking and maintaining supplies, and for using supplies that are in good condition. The customer is responsible for media and print-cartridge supplies. The customer is also responsible for replacing the fuser, transfer roller, and all paper pickup, feed, and separation rollers that are at or near the end of their rated life.

Pre-troubleshooting checklist

WARNING!
Always turn off, then unplug, the printer before servicing. Current is present in the DC power supply whenever the printer is plugged in.

Before troubleshooting any specific printer problem, evaluate the following printer conditions:

Note
This is a generalized troubleshooting list. Not all checklist items will apply to all of the printers in this guide.

- Is the printer on and/or does a readable message appear on the control-panel display (LJ 1000, LJ 1005, LJ 1150/1300-is the READY LED illuminated)?
  - **Yes**. Continue troubleshooting.
  - **No**. Make sure the printer is plugged in and turned on. Verify that the fan(s) or motor(s) briefly run. If the printer has a control panel, but no messages appear on the display, verify that the control-panel display cable is connected at both ends. Verify that the firmware DIMM(s) are seated and operating correctly. Remove any HP Jetdirect or other EIO cards, and then try to turn the printer on again. Check the fuse on the power supply to make sure that it is not open.
- Does an error message appear on the control-panel display or does the control-panel LEDs indicate a service error?
  - **Yes**. Use the error message section or control panel lights section (LJ 1000/1005, LJ 1150/1300) section of this chapter to understand the message or LED pattern. Print an event log and look for reoccurring errors.
  - **No**. Continue troubleshooting.
- Can you print a configuration page?
  - **Yes**. Continue troubleshooting.
  - **No**. If an error message or service LED pattern appears on the control panel when you attempt to print a configuration page, Use the error message section or control panel lights section (LJ 1000/1005, LJ 1150/1300) section of this chapter to understand the message or LED pattern.
- Does print quality meet customer requirements?
  - **Yes**. Continue troubleshooting.
  - **No**. Verify that the correct media is being used and that it has been correctly stored. Compare the images with the print defect samples found in the printer's service manual.

- Can the customer print successfully from the host computer?
  - Yes. End of troubleshooting.
  - No. Verify the maintenance, media, voltage, environment, hardware, and configuration elements below. Repeat control panel error message (or service LED pattern) actions and image defect corrective actions until all errors and defects are corrected.

Maintenance

- Has the printer been maintained on a regular basis?
- Are all of the maintenance units within their rated life?

Media

- Is the customer using media as specified in the printer user guide and in the *HP LaserJet Family Print Media Guide*?
- Is the media stored correctly and within environmental limits?

Voltage

Has the line voltage been checked to make sure that it meets the printer requirements? (Large motors used near the printer can cause temporary voltage changes.) See “Environmental specifications” on page 39.

Operating environment

- Is the operating environment within the parameters listed in the printer service manual?
- Is the printer installed on a solid, level surface?
- Is the printer protected from substances such as office cleaning materials and the ammonia gas that is produced by diazo copiers?
- Is the printer protected from direct sunlight?

Non-HP components

- Have all non-HP components (toner, typeface DIMMs, memory boards, and EIO cards) been removed from the printer?

CAUTION

Hewlett-Packard recommends the use of HP products in this printer. Use of non-HP products can cause problems that require service not covered by the Hewlett-Packard warranty or service agreements.

Hardware

- Is the print cartridge installed correctly?
- Are all doors, drawers, and covers closed?
- If installed, is the duplex-unit power cord plugged into the printer, and is the power-supply plug connected to the duplex unit?

Configuration

- Has the printer hardware or software configuration changed?
  Can the problem be associated with any specific software? (Contact the Customer Care Center for software-related problems).
- Can the problem be related to network configuration changes? Remove the printer from the network and make sure that the failure is associated with the printer before beginning troubleshooting.

Basic troubleshooting

- Does the printer perform the initialization and power on steps? See “Is Power On successful?” on page 33.
- Does the control panel show READY, OFFLINE, or POWERSAVE ON? See “Is the product ready?” on page 34.
- Does the event log show repeating errors? See “Troubleshooting control panel messages” on page 53.
- Does media jam in the printer. See “Jams” on page 265.
- Does the printer print information pages. See “Printing information pages” on page 47.
- Does the print quality meet the customer’s expectations? See “Image quality” on page 291.
- Can the customer print from the host system? See the appropriate service manual for the product.

Table 2-1 Basic troubleshooting

#	Verification steps	Possible problems	Solutions
1	Is Power On successful? When the product is connected to a grounded power source, the printer motor should rotate for approximately six seconds and the document scanner motor should rotate for approximately two seconds.	No power.	1. Verify that the product is plugged in. 2. Verify that the power cable is functional. 3. Verify that the fuse on the ECU or power supply is not open. 4. If all of these conditions are correct, replace the ECU or power supply.
		Printer motor does not rotate.	1. Verify that the toner cartridge is present. 2. Verify that the printer door is closed. 3. Verify that paper is loaded in the paper input tray. 4. Verify that printer path paper sensors are functional. 5. Verify that the motor connector J1 is seated into the ECU. 6. Verify that the motor is correctly mounted to the printer chassis. 7. If all of these conditions are correct, replace the ECU. 8. If, after replacing the ECU, the printer motor still does not rotate, replace the motor.

Table 2-1 Basic troubleshooting (continued)

#	Verification steps	Possible problems	Solutions
	Is Power On successful? continued	Document scanner motor does not rotate.	1. Verify that the document scanner connector is seated in the formatter. 2. Verify that the document scanner motor is correctly mounted in the document scanner assembly. 3. If these conditions are met, replace the document scanner motor. If, after replacing the motor, the document scanner motor still does not rotate, replace the formatter. 4. If, after replacing the formatter, the document scanner motor still does not rotate, replace the ECU.
		MFP products only. ADF motor does not rotate or scanner bulb does not light,	1. Verify that the scanner connector is seated in the formatter and the scanner formatter. 2. Check all cabling on the scanner formatter.
2	Is the product ready? The control panel should function without error messages.	Control panel displays an error.	Consult the list of common messages later in this chapter to correct the error.
		Control panel is not functional.	Verify that the control panel cable is seated into both the control panel and the formatter. If the cable is connected correctly, replace the control panel.
3	Do engine tests and self-tests print? Print an engine test. The engine test should print without paper-feed problems or print-quality problems. Also print a configuration report.	**Note** The formatter must be connected to perform an engine test.	
		Engine test is not successful.	Replace the ECU.
		Control panel displays an error message.	Consult the list of common messages in chapter 3 or the list of error messages in this chapter to correct the error.
		Media does not move smoothly through the printer paper path.	Isolate printer paper-path problems by performing a paper-path check.
		Poor print quality.	See your printer service manual.

Table 2-1 Basic troubleshooting (continued)

#	Verification steps	Possible problems	Solutions
4	Is the copy function operational? Place the configuration report into the document feeder tray and copy it to the printer. The report should feed smoothly through the document scanner path and copies should print without print-quality problems.	Poor copy quality.	If the print quality from the internal tests was acceptable, but the print quality of the copies is not, clean the contact image sensor and the white roller, and then recalibrate the document scanner. If, after performing the maintenance, the problem persists, replace the contact image sensor or document scanner.
		Media does not move smoothly through the document scanner path.	Clear the document scanner path of obstructions. Check photosensor to make sure that it operates correctly. If the problem persists, replace the document scanner assembly.
5	Does the product send a fax? *Does not apply to all printers in this guide.* Connect the phone line and verify the dial tone (using a hand set, if necessary). Attempt to send a fax.	The telephone line is not operational or the product is not plugged into the telephone line.	Make sure that the product is plugged into a telephone line that you know works.
		The telephone cable is plugged into the wrong connector.	Try plugging the phone cord into the other connector.
		The product's fax settings are set incorrectly.	Review and reset the product's fax settings.
		The LIU is not operational.	Replace the LIU.
6	Does the product receive a fax? *Does not apply to all printers in this guide.* Use another fax machine to send a fax to the product.	Too many telephone devices are plugged in, or telephone devices are not connected in the correct order.	Make sure that the product is the only device on the telephone line and try again to receive the fax.
		The product's fax settings are set incorrectly.	Review and reset the product's fax settings.
		The LIU is not operational.	Replace the LIU.
7	Is the software installed correctly?	Software is not installed or an error occurred during software installation.	Uninstall and then reload the product software. Make sure you use the correct installation procedure and the correct port setting.

Table 2-1 Basic troubleshooting (continued)

#	Verification steps	Possible problems	Solutions
8	Does the product print from the computer? Connect the parallel cable or USB cable to the product and the computer. Use a word-processing application to send a print job to the printer.	The cable is not connected correctly.	Reconnect the cable.
		An incorrect printer driver is selected.	Reset the printer driver.
		Other devices are connected to the parallel port.	Disconnect the other devices and try again to print.
		There is an LPT port driver problem in Windows 95/NT.	Reset the computer's port settings.
		The formatter has failed.	Replace the formatter.
9	Does the product scan to the computer? Initiate a scan from either the computer's basic desktop software or from the product.	Other devices are connected to the parallel port.	Disconnect the other devices and try again to scan.
		The computer's parallel-port hardware is not bidirectional.	Check hardware documentation to see if the port configuration can be changed.
		The BIOS settings for the parallel port are set incorrectly. Polling is turned off in HP LaserJet Director or HP LaserJet Director is not running.	Reset the computer's port settings. If the problem persists, reset the BIOS settings in CMOS. Start HP LaserJet Director and turn on polling.

Power on

Note

It is important to have the printer control panel functional as soon as possible in the troubleshooting process so that the printer's diagnostics can assist in locating printing errors.

Table 2-2 Power on defect or blank display

Problem	Action
The power cord is not plugged into the wall outlet and the printer.	Make sure the power cord is firmly plugged into the printer and the outlet.
Proper AC power is not available.	Measure the voltage at the outlet. If necessary, plug the power cord into another AC circuit outlet.
The power switch is off.	Set the switch to the on position. You should hear the switch toggle. If the front right side cover has been removed recently, be sure that the rod leading to the power supply moves as the rocker switch is toggled (LJ 4200/4300). If the printer still does not turn on, the power switch might be defective. 1. Remove the engine controller board. 2. Measure the resistance between the two terminals of the power switch (SW1) by applying the tester probes to the terminals. The resistance must be low (under 1 KΩ) when the power is turned on, and high (over 6 MΩ) when the switch is turned off. 3. Replace the engine controller board or power supply, if necessary.
The overcurrent/ overvoltage detection circuit is activated.	Wait for more than two minutes before turning the printer back on.
A fuse is blown.	1. Check the fuses on the engine controller board or power supply. 2. Replace the fuses if necessary.

Table 2-2 Power on defect or blank display (continued)

Problem	Action
The fan does not rotate when the printer is first turned on.	An operational fan indicates the following: 1. AC power is present in the printer. 2. DC power supply is functional (both 24 VDC and 3.5 VDC are being generated--5VDC of the LJ 9000 and the LJ 9000mfp). 3. The engine controller board's microprocessor is functional. **If the fan is not working:** 1. Turn the printer off and remove the formatter. Disconnect the optional accessories. 2. Turn the printer on and check the fan again. If the fan is still not working, perform the following steps: 1. Verify that the fan is connected to the engine controller board. 2. Replace the fan. 3. Replace the engine controller board. The fan only operates during initial power on and while printing, unless the temperature inside the printer is too high. If the temperature is too high, the fan turns on to cool the inside of the printer. The LJ 9000 has 6 fans, and the LJ 9000mfp has 5 fans.
The fan works, but the control panel display is blank.	1. Print an engine test. 2. If the engine test is successful, perform the following steps: a. Reseat the control panel and formatter connector. b. Replace the control panel assembly. c. Replace the firmware DIMM or upgrade the firmware. d. Replace the cable from the control panel. 3. If the engine test is not successful, replace the engine controller board.

Environmental specifications

Table 2-3 Operating environment specifications

Product	Item	Operating (printer plugged into an ac outlet)	Storage (printer not plugged into an ac outlet)
LJ 1000	Temperature	15° to 32.5° C (59° to 90.5° F)	-20° to 60° C (-4° to 140° F)
	Relative humidity (printer and print cartridge)	10% to 80% (RH, no condensation)	10% to 90% (RH, no condensation)
LJ 1005	Temperature	15° to 32.5° C (59° to 90.5° F)	0° to 40° C (32° to 104° F)
	Relative humidity	20% to 80% (RH, no condensation)	10% to 90% (RH, no condensation)
LJ 1150 LJ 1300	Temperature	10° to 32.5° C (50° to 90.5° F)	0° to 40° C (32° to 104° F)
	Relative humidity	20% to 80% (RH, no condensation)	10% to 90% (RH, no condensation)
LJ 2300	Temperature (printer and print cartridge)	15 to 32.5 degrees C (59 to 90.5 degrees F)	-20 to 40 degrees C (-4 to 104 degrees F)
	Relative humidity	10 to 80 percent	10 to 90 percent
LJ 3300mfp	Temperature	15° to 32.5° C (59° to 91.5° F)	-20° to 40° C (-4° to 104° F)
	Relative humidity	10% to 80% (RH, no condensation)	< 95% (RH, no condensation)
LJ 4100mfp	Temperature	10° to 32.5° C (50° to 91° F)	-20 to 60 degrees C (-4 to 140 degrees F)
	Relative humidity	20% to 80% (RH, no condensation)	10% to 95% (RH, no condensation)
LJ 4200 LJ 4300	Temperature	10° to 32° C (50° to 90° F)	
	Relative humidity	20% to 80% (RH, no condensation)	

Table 2-3 Operating environment specifications (continued)

Product	Item	Operating (printer plugged into an ac outlet)	Storage (printer not plugged into an ac outlet)
LJ 5000	Temperature	10° to 32° C (50° to 90° F)	-20° to 60° C (-4° to 140° F)
	Relative humidity	20% to 80% (RH, no condensation)	10% to 95% (RH, no condensation)
LJ 5100	Temperature	10° to 32° C (50° to 90° F)	-20° to 60° C (-4° to 140° F)
	Relative humidity	20% to 80% (RH, no condensation)	10% to 95% (RH, no condensation)
LJ 8150	Temperature	10° to 32.5° C (50° to 90.5° F)	0° to 40° C (32° to 104° F)
	Relative humidity	20% to 80% (RH, no condensation)	15% to 90% (RH, no condensation)
LJ 9000	Temperature	10° to 32.5° C (50° to 90.5° F)	-20° to 40° C (-4° to 104° F)
	Relative humidity	20% to 80% (RH, no condensation)	15% to 90% (RH, no condensation)
LJ 9000mfp	Temperature	10° to 32.5° C (50° to 90.5° F)	-20° to 40° C (-4° to 104° F)
	Relative humidity	20% to 80% (RH, no condensation)	15% to 90% (RH, no condensation)

Table 2-4 Electrical specifications

Note

Always plug a printer directly into a wall outlet. Do not use a power strip.

Product	Item	110-volt models	220-volt models
LJ 1000	Power requirement	110 to 127 V (+/- 12%) 60 Hz (+/- 3 Hz)	220V (+/- 12%) 50/60 Hz (+/- 2 Hz) 240V (+/- 12%) 60Hz (+/- 2 Hz)
	Power consumption	Printing = 285 W Standby = 7 W Off = 0 W	Printing = 285 W Standby = 7 W Off = 0 W
	Minimum recommended circuit capacity	4.5 Amps at 115 V	2.3 Amps at 230
LJ 1005	Power requirement	NA	220V (+/- 12%) 50/60 Hz (+/- 3 Hz) 240V (+/- 12%) 50Hz (+/- 3 Hz)
	Power consumption	NA	Printing = 285 W Standby = 7 W Off = 0 W
	Minimum recommended circuit capacity	NA	2.3 Amps at 230
LJ 1150 LJ 1300	Power requirement	LJ 1150 110 to 127 V (+/- 10%) 60 Hz (+/- 2 Hz)	LJ 1300 220 to 240 V (+/- 10%) 50/60 Hz (+/- 2 Hz)
	Power consumption	Printing = 320 W Standby = 7 W off = 0	Printing = 320 W Standby = 7 W off = 0
	Minimum recommended circuit capacity	4.5 AT 115 V	2.4 a AT 230 V

Table 2-4 Electrical specifications (continued)

Note

Always plug a printer directly into a wall outlet. Do not use a power strip.

Product	Item	110-volt models	220-volt models
LJ 2300	Power requirement	110 to 127 V (+/- 10%) 50/60 Hz (+/- 3 Hz)	220 to 240 V (+/- 10%) 50/60 Hz (+/- 3 Hz)
	Power consumption	LJ 2300L Printing (20 ppm) = 394 W All other models Printing (25 ppm) = 426 W LJ 2300L/2300/2300d Standby = 8.8 W LJ 2300n/2300dn/2300dtn Standby = 9.6 W LJ2300L PowerSave = 8.6 W LJ 2300/2300d PowerSave= 8.4 W LJ 2300n/2300dn/2300dtn PowerSave= 9.3 W All Models off = 0	
	Minimum recommended circuit capacity	6.0 amps	3.5 amps
LJ 3300mfp	Power requirement	110 to 127 V (+/- 10%) 50/60 Hz (+/- 2 Hz)	220 to 240 V (+/- 10%) 50/60 Hz (+/- 2 Hz)
	Power consumption	Copy (max) 330 W Printing (max) = 300 W Standby = 14 W PowerSave = 14 W Off = 0 W	Copy (max) 330 W Printing (max) = 300 W Standby = 16 W PowerSave = 14 W Off = 0 W
	Minimum recommended circuit capacity	4.5 Amps at 115 V	2.3 Amps at 230 V

Table 2-4 Electrical specifications (continued)

Note

Always plug a printer directly into a wall outlet. Do not use a power strip.

Product	Item	110-volt models	220-volt models
LJ 4100mfp	Power requirement	110 to 127 V 50/60 Hz	220 to 240 V 50/60 Hz
	Power consumption	Copy (max) 510 W Printing (max) = 450 W Standby = 40 W PowerSave = 40 W	
	Minimum recommended circuit capacity	8.0 Amps	4.0 Amps
LJ 4200 LJ 4300	Power requirement	100 to 127 V (+/- 10%) 50/60 Hz (+/- 2 Hz)	220 to 240 V (+/- 10%) 50/60 Hz (+/- 2 Hz)
	Power consumption	LJ 4200 Printing (35 ppm)= 580 W Standby = 21 to 26 W PowerSave = 20.4 to 24.2 W Off =.07 W LJ 4300 Printing (45 ppm)= 685 W Standby = 21 to 27 W PowerSave = 21.0 to 24.9 W Off =.07 W	
	Minimum recommended circuit capacity	8.2 Amps	3.3 Amps

Table 2-4 Electrical specifications (continued)

Note

Always plug a printer directly into a wall outlet. Do not use a power strip.

Product	Item	110-volt models	220-volt models
LJ 5000	Power requirement	100 to 127 V (+/- 10%) 50/60 Hz (+/- 2 Hz)	220 to 240 V (+/- 10%) 50/60 Hz (+/- 2 Hz)
	Power consumption	Printing = 365 W Standby = 40 W PowerSave = 27 W	Printing = 355 W Standby = 40 W PowerSave = 22 W
	Minimum recommended circuit capacity	11 Amps	5 Amps
LJ 5100	Power requirement	100 to 127 V (+/- 10%) 50/60 Hz (+/- 3 Hz)	220 to 240 V (+/- 10%) 50/60 Hz (+/- 3 Hz)
	Power consumption	Printing = 480 W Standby = 24 W PowerSave = < 30 W Off = 0	Printing = 515 W Standby = 29 W PowerSave = < 30 W Off = 0
	Minimum recommended circuit capacity	6 Amps (rated short-term current) 5.4 Amps (current rating)	3 Amps (rated short-term current) 2.5 Amps (current rating)
LJ 8150	Power requirement	100 to 120 V (+/- 10%) 50/60 Hz (+/- 2 Hz)	220 V(+/- 10%) 50/60 Hz (+/- 2 Hz) to 240 V 50 Hz (+/- 2 Hz
	Power consumption	Printing = 710 W Standby = 155 W PowerSave = 40 W	Printing = 700 W Standby = 155 W PowerSave = 45 W
	Minimum recommended circuit capacity	6 Amps average 11.2 Amps maximum	3.0 Amps average 5.9 Amps maximum

Table 2-4 Electrical specifications (continued)

Note

Always plug a printer directly into a wall outlet. Do not use a power strip.

Product	Item	110-volt models	220-volt models
LJ 8150 2000-sheet tray 4	Power requirement	120 V (+/- 10%) 50/60 Hz (+/- 2 Hz)	240 V 50/60 Hz (+/- 2 Hz
	Power consumption	45 Watts maximum	45 Watts maximum
	Minimum recommended circuit capacity	0.3 Amps average 0.5 Amps maximum	0.2 Amps average 0.3 Amps maximum
LJ 8150 8-bin mailbox 5-bin mailbox with stapler	Power requirement	100 V (+/- 10%) 50/60 Hz (+/- 2 Hz)	240 V 50/60 Hz (+/- 2 Hz
	Power consumption	45 Watts maximum	45 Watts maximum
	Minimum recommended circuit capacity	0.5 Amps at120 V	0.25 Amps at 240 V
LJ 8150 500-sheet trays 4/5 (two devices)	Power requirement	120 V (+/- 10%) 50/60 Hz (+/- 2 Hz)	240 V 50/60 Hz (+/- 2 Hz
	Power consumption	47 Watts maximum	47 Watts maximum
	Minimum recommended circuit capacity	0.9 Amps maximum	0.5 Amps maximum
LJ 8150 7-bin tabletop mailbox	Power requirement	120 V (+/- 10%) 50/60 Hz (+/- 2 Hz)	240 V 50/60 Hz (+/- 2 Hz
	Power consumption	28 Watts maximum	28 Watts maximum
	Minimum recommended circuit capacity	0.5 Amps maximum	0.3 Amps maximum

Table 2-4 Electrical specifications (continued)

Note

Always plug a printer directly into a wall outlet. Do not use a power strip.

Product	Item	110-volt models	220-volt models
LJ 8150 3,000-sheet stapler/ stacker	Information about the 3,000-sheet stapler/stacker is located in the *HP 3,000-Sheet Stapler/stacker Service Manual Supplement For Paper-Handling Accessories* (C4788-90904).		
LJ 9000	Power requirement	100 to 127 V (+/- 10%) 50/60 Hz (+/- 2 Hz)	220 to 240 V (+/- 10%) 50/60 Hz (+/- 2 Hz)
	Power consumption	Printing = 1040 W Standby = 265 W PowerSave1 = 40 W PowerSave2 = 25 W Off = 0 W	Printing = 995 W Standby = 265 W PowerSave1 = 40 W PowerSave2 = 25 W Off = 0.2 W
	Minimum recommended circuit capacity	15 Amps (dedicated circuit)	6.5 Amps
LJ 9000mfp	Power requirement	100 to 127 V (+/- 10%) 50/60 Hz (+/- 2 Hz)	220 to 240 V (+/- 10%) 50/60 Hz (+/- 2 Hz)
	Power consumption	Printing = 1,075 W Standby = 440 W PowerSave1 = 70 W Low power = 230 W Off = 0.5 W ADF printing = 1,130	Printing = 1,070 W Standby = 415 W PowerSave1 = 70 W Low power = 230 W Off = 1.3 W ADF printing = 1,075
	Minimum recommended circuit capacity	15 Amps (dedicated circuit)	6.5 Amps

Printing information pages

Note
Some printers do not print all or any of these information pages.

Note
You can also gain access to information pages for the LJ 2300, LJ 5100, LJ 9000, and the LJ 9000mfp through the embedded web server.

Configuration page

Use the configuration page to review current printer settings and properties, to help troubleshoot printer problems, and to verify installation of optional accessories, such as memory (DIMMs), input trays, and printer languages. The following sections are included on the configuration page for most printers:

- **Printer information**. Contains basic information about the printer, such as the product name, printer name, and page count.
- **Configuration menu**. Lists the current settings of the configuration menu items.
- **Event log**. Contains information about printer errors.
- **Usage information**. Contains the number and types of pages printed
- **Installed personalities and options**. This section contains information about optional items that might be installed, such as DIMMs and HP Jetdirect print servers.
- **Memory**. Lists memory-related information, such as the total memory installed.
- **Security**. Contains information about security features, such as whether the printer control panel password is enabled or disabled.
- **Input tray information**. Contains information about the trays, such as whether optional trays are installed, and the type and size of media set for each tray.
- **I/O menu**. Lists the current settings of the I/O menu items.

Table 2-5 Printing a configuration page

Product	Instructions
LJ 1000 LJ 1005	A configuration page is not available.
LJ 1150 LJ 1300	**1.** When the printer is in the ready state, press and hold down the Go button for five seconds. **2.** When the Go light illuminates, release the Go button. A configuration page prints. The LJ 1300 prints a second page containing information about supplies status.
LJ 2300	**1.** Press the SELECT button to open the menus. **2.** Use the UP ARROW or the DOWN ARROW buttons to scroll to INFORMATION, and then press the SELECT button. **3.** Use the UP ARROW or the DOWN ARROW buttons to scroll to the PRINT CONFIGURATION, and then press the SELECT button. The configuration page prints.
LJ 3300mfp	**1.** Press ENTER/MENU. **2.** Use the < and > buttons to select REPORTS and then press Enter/Menu. **3.** Use the < and > buttons to select PRINT CONFIGURATION REPORT and then press ENTER/MENU. The HP LaserJet 3100 product exists the menu settings and prints the report.
LJ 4200 LJ 4300	**1.** Press the SELECT button to open the menus. **2.** Use the UP ARROW button or the DOWN ARROW button to scroll to INFORMATION, and then press SELECT. **3.** Use the UP ARROW button or the DOWN ARROW button to scroll to PRINT CONFIGURATION, and then press the SELECT button. If an HP Jetdirect print server EIO card is installed, a Jetdirect configuration page also prints.
LJ 5000 LJ5100 LJ 8150	**1.** Press MENU until INFORMATION MENU appears. **2.** Press ITEM until PRINT CONFIGURATION appears. **3.** Press SELECT to print the configuration page.

Table 2-5 Printing a configuration page (continued)

Product	Instructions
LJ 9000	Press 22. **or** **1.** Press SELECT to open the menus. **2.** Use UP ARROW or DOWN ARROW to scroll to INFORMATION menu, and then press SELECT. **3.** Use UP ARROW or DOWN ARROW to scroll to CONFIGURATION PAGE and press SELECT.
LJ 9000mfp	**1.** Touch MENU. **2.** Touch INFORMATION MENU. **3.** Touch CONFIGURATION PAGE.

Demonstration page

A demonstration page is used during some troubleshooting procedures.

Table 2-6 Printing a demonstration page

Product	Instructions
LJ 1000/1005 LJ 1150/1300 LJ 2300	A demonstration page is not available.
LJ 3300mfp	**1.** Press ENTER/MENU. **2.** Use the < or > key to select REPORTS and then press ENTER/MENU. **3.** Use the < or > key to select DEMO PAGE and then press ENTER/MENU. The product exits the Menu settings and prints the report.
LJ 4200 LJ 4300 LJ 5000 LJ 5100 LJ 8150 LJ 9000 LJ 9000mfp	A demonstration page is not available.

Menu map

A menu map is printed representation of the menu structure.

Table 2-7 Printing a menu map

Product	Instructions
LJ 1000/1005 LJ 1150/1300	A menu map is not available.
LJ 2300	**1.** Press the SELECT button to open the menus. **2.** Use the UP ARROW or the DOWN ARROW buttons to scroll to INFORMATION, and then press the SELECT button. **3.** Use the UP ARROW or the DOWN ARROW buttons to scroll to PRINT MENU MAP, and then press the SELECT button. The menu map pages print.
LJ 3300mfp	A menu map is not available.
LJ 4200 LJ 4300	**1.** Press the SELECT button to open the menus. **2.** Use the UP ARROW button or the DOWN ARROW button to scroll to INFORMATION, and then press the SELECT button. **3.** Use the UP ARROW button or the DOWN ARROW button to scroll to PRINT MENU MAP, and then press the SELECT button.
LJ 5000 LJ5100 LJ 8150	**1.** Press MENU until INFORMATION MENU appears on the control panel display. **2.** Press ITEM until PRINT MENU MAP appears. **3.** Press SELECT to print the menu map.
LJ 9000	Press 21. **or** **1.** Press SELECT to open the menus. **2.** Use UP ARROW or DOWN ARROW to scroll to the INFORMATION menu, and then press SELECT. **3.** Use UP ARROW or DOWN ARROW to scroll to the PRINT MENU, and then press SELECT.
LJ 9000mfp	**1.** Touch MENU on the touch screen. **2.** Touch INFORMATION MENU. **3.** Touch PRINT MENU MAP.

Event log

Use the event log to identify repetitive printer errors.

Table 2-8 Printing an event log

Product	Instructions
LJ 1000/1005 LJ 1150/1300	An event log is not available.
LJ 2300	**1.** Press the SELECT button to open the menus. **2.** Use the UP ARROW or the DOWN ARROW buttons to scroll to DIAGNOSTICS, and then press the SELECT button. **3.** Use the UP ARROW or the DOWN ARROW buttons to scroll to PRINT EVENT LOG, and then press the SELECT button. The event log page prints.
LJ 3300mfp	An event log is not available.
LJ 4200 LJ 4300	**1.** Press the SELECT button to open the menus. **2.** Use the UP ARROW button or the DOWN ARROW button to scroll to DIAGNOSTICS, and then press the SELECT button. **3.** Scroll to PRINT EVENT LOG, and then press the SELECT button. The event log prints.
LJ 5000 LJ5100 LJ 8150	**1.** Press MENU until INFORMATION MENU appears on the control panel display. **2.** Press ITEM until PRINT EVENT LOG appears. **3.** Press SELECT to print the event log.
LJ 9000	**1.** Press SELECT. **2.** Use UP ARROW or DOWN ARROW to scroll to CONFIGURE DEVICE, and then press SELECT. **3.** Use UP ARROW or DOWN ARROW to scroll to the DIAGNOSTICS, and then press SELECT. **4.** Use UP ARROW or DOWN ARROW to scroll to the PRINT EVENT LOG, and then press SELECT.
LJ 9000mfp	**1.** Touch MENUs. **2.** Touch DIAGNOSTICS. **3.** Touch PRINT EVENT LOG.

Supplies status page

Use the supplies status page to evaluate remaining supplies.

Table 2-9 Printing a supplies status page

Product	Instructions
LJ 1000/1005 LJ 1150/1300	A supplies status page is not available.
LJ 2300	**1.** Press the SELECT button to open the menus. **2.** Use the UP ARROW or the DOWN ARROW buttons to scroll to INFORMATION, and then press the SELECT button. **3.** Use the UP ARROW or the DOWN ARROW buttons to scroll to PRINT SUPPLIES STATUS PAGE, and then press the SELECT button. The supplies status page prints.
LJ 3300mfp	A supplies status page is not available.
LJ 4200 LJ 4300	**1.** Press the SELECT button to open the menus. **2.** Use the UP ARROW button or the DOWN ARROW button to scroll to INFORMATION, and then press the SELECT button. **3.** Scroll to PRINT SUPPLIES STATUS PAGE, and then press the SELECT button.
LJ 5000/5100 LJ 8150	A supplies status page is not available.
LJ 9000	Press 23. **or** **1.** Press SELECT. **2.** Use UP ARROW or DOWN ARROW to scroll to INFORMATION MENU, and then press SELECT. **3.** Use UP ARROW or DOWN ARROW to scroll to the PRINT SUPPLIES STATUS, and then press SELECT.
LJ 9000mfp	**1.** Touch MENU on the touch screen. **2.** Touch INFORMATION. **3.** Touch PRINT SUPPLIES STATUS.

Troubleshooting control panel messages

Control panel light messages

This section provides information about the control panel lights for the LJ 1000, LJ 1005, LJ 1150, and the LJ 1300.

Table 2-10 Control-panel lights legend (LJ 1000/1005 1150/1300)

Light symbol	Meaning of symbol
	Light off
	Light on
	Light blinking

Control panel layout (LJ 1000/1005)

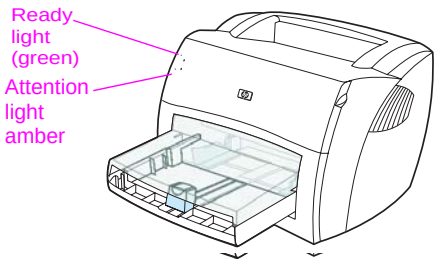


Figure 2-1 Control panel layout (LJ1000)

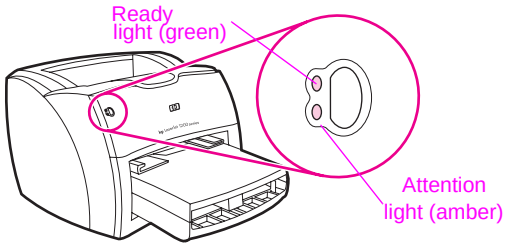


Figure 2-2 Control panel layout (LJ1005)

Table 2-11 Status lights messages (LJ 1000/1005)

Message	Possible causes	Solutions
	The **Ready** and **Attention** lights are not illuminated.	1. Verify that the power cord is connected to the printer and the power is turned on. 2. The cable pod is not connected or has failed. Verify that the cable pod is connected and fully seated. 3. Replace the cable pod. 4. Replace the LED status panel assembly.
	The **Ready** and **Attention** lights blink. The cable pod is initializing the firmware or the unit is printing a cleaning page.	No action is needed.
	The **Ready** light illuminates. The printer is ready to print.	No action is needed. The **Ready** light indicates that the cable pod has initialized the firmware. The firmware is initialized each time the printer power is turned on or when the cable pod is connected to the printer (with the printer power turned on).
	The **Ready** light blinks. The printer is receiving and processing data.	Wait for the job to print.
	The **Attention** light blinks. The printer requires user intervention.	A user intervention message appears on the computer screen. Follow the directions in the message to clear the error. Possible errors requiring user intervention are: ● Out of paper ● Media jam ● Toner door open ● Toner cartridge missing

Table 2-11 Status lights messages (continued) (LJ 1000/1005)

Message	Possible causes	Solutions
	The **Ready** light illuminates and the **Attention** light blinks. The printer is in a continuable error state.	A user intervention message appears on the computer screen. Follow the directions in this message to clear the error. “Out of memory” is the continuable error.
	The **Ready** and **Attention** lights are illuminated. The printer is in a fatal error state.	A fatal error message appears on the computer screen. Follow the directions in the message to clear the error. Possible fatal errors are: ● Fuser error ● Laser/scanner error ● ECU communication error ● Formatter RAM or ROM error ● Scan buffer error ● Dynamic RAM controller error ● General fatal error ● Miscellaneous hardware error

Note

The cable pod (LJ 1000) or formatter (LJ 1005) downloads the firmware from the computer each time you turn on the printer. If the cable pod (LJ 1000) or formatter (LJ 1005) does not receive the firmware download from the computer, only the ready and fatal-error light patterns can appear.

Hint

The status lights can only display information about one printer state at a time. The status lights display printer status information in the following order: fatal errors, intervention-required error, continuable error, and processing job.

Error conditions can exist that do not generate status light patterns. Instead, an error message appears on the computer screen.

Table 2-12 Additional error messages (LJ 1000/1005)

Message	Solutions
Printer not responding	1. Verify that the power cord is connected to the printer and the power is turned on (the **Ready** light should be illuminated). 2. Disconnect the cable pod cable from the printer and the computer. Reconnect the cable pod cable at both ends. 3. Close all software applications and restart the computer.
Cannot access port (in use by another application)	1. Close all software applications and restart the computer. 2. Try running only one software application at a time.
Illegal operation/ general protection fault/Spool 32 error	A computer system resource error (memory or hard-disk error) occurred in Windows. Restart the computer.

Hint

To help prevent the “Illegal operation/general protection fault/Spool 32 error,” try running fewer software programs simultaneously. Close programs rather than minimizing them. Screen savers, virus checkers, fax software, and other memory-resident applications might be using computer resources needed by the printer.

When attempting to print, avoid memory-intensive tasks such as sending a fax or using multi-media programs.

Delete all temp (file_name.tmp) files from Temp subdirectories, such as C:\Windows\Temp.

Try printing at a lower resolution (especially if the print job contains complex graphics).

Control panel light messages (LJ 1150/1300)

Each control-panel light message is listed, along with possible causes and steps to resolve identified errors.

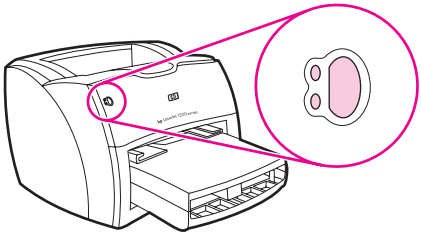


Figure 2-3 Control panel location (LJ 1150/1300)

Table 2-13 Control-panel light messages (LJ 1150/1300)

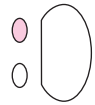
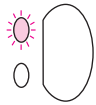
Message	Possible causes	Solutions
	The printer is ready to print.	No action is needed.
	The printer is receiving or processing data.	Wait for the job to print.

Table 2-13 Control-panel light messages (continued) (LJ 1150/1300)

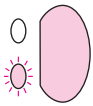
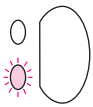
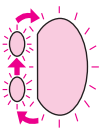
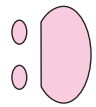
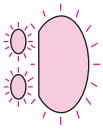
Message	Possible causes	Solutions
	The printer is in manual feed mode.	To turn off the manual feed mode, change the printer property setting.
	The printer is out of memory.	1. The page currently printing might be too complex for the printer memory. To continue printing, press and release the Go button. The printer might print a partial page, or the quality might be lower than normal. 2. Print at a lower resolution. 3. Add more memory.
	The printer has an error. The door is open, the media is out, the toner cartridge is installed incorrectly, or the media is jammed.	1. Make sure that the toner cartridge door is completely closed. 2. Load media into the correct input tray. 3. Make sure that the toner cartridge is correctly installed in the printer. 4. Clear any jam. 5. Make sure that the door and toner cartridge interlocks are operating correctly.
	A printer initialization is taking place. All lights blink for a half second or longer in sequence for one of the following reasons: ● The printing is initializing. ● All previously sent print jobs are being deleted from the printer memory. ● A cleaning page is printing.	No action is necessary.
	The printer has a fatal error. All lights are on.	1. Turn the printer off and back on. 2. Unplug the printer for five minutes, plug it back in, and turn it on. 3. If the printer still has an error, press the **Go** button.

Table 2-13 Control-panel light messages (continued) (LJ 1150/1300)

Message	Possible causes	Solutions
	The printer has an accessory error. All lights are blinking.	1. Remove the DIMM and reseat it. 2. If the printer still has an error, replace the DIMM.

Fatal error secondary messages

If the printer has a fatal error, press and hold the Go button to see the secondary error message.

Table 2-14 Fatal error secondary messages (LJ 1150/1300)

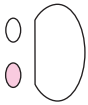
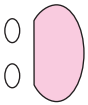
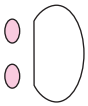
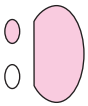
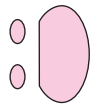
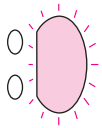
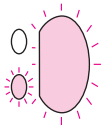
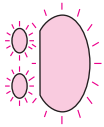
Message	Cause	Solution
	Engine error. The formatter and engine are not communicating.	1. Unplug the printer and plug it back in. 2. Reseat the formatter-to-ECU cable. 3. Replace the formatter PCA. 4. Replace the ECU.
	Beam error.	1. Check the laser/scanner cable connections. 2. Replace the laser/scanner.
	Laser/scanner/beam detect error.	1. Check the ribbon connector and four wire connector at the top of the formatter PCA. 2. Replace the laser/scanner. 3. Replace the formatter PCA.
	Fuser error.	1. Unplug the printer and do not plug it back in for at least ten minutes. 2. Verify that the fuser connector and the thermistor connector are both firmly seated in the ECU. 3. Perform a heating-element resistance check. 4. If the resistance readings are correct and the error persists, replace the fuser.

Table 2-14 Fatal error secondary messages (continued) (LJ 1150/1300)

Message	Cause	Solution
	Formatter internal RAM or ROM error.	1. Unplug the printer and plug it back in. 2. Unplug the printer, remove any optional memory, and turn the printer back on. 3.Check the formatter cable connections. 3. Replace the formatter PCA.
	Scan buffer error.	1. Unplug the printer, remove and reattach the optional copier/scanner, and then plug the printer back in. 2. Replace the optional copier/scanner.
	Miscellaneous interface error.	1. Unplug the printer, remove and reattach the optional copier/scanner, and then plug the printer back in. 2. Replace the optional copier/scanner.
	General fatal error.	1. Unplug the printer and plug it back in. 2. Disconnect the I/O cable and print a self-test page. If the self-test is successful, reconnect the I/O cable. 3. If the error persists, replace the formatter PCA.

Alphabetical error messages (LJ 2300)

Table 2-15 Alphabetical printer messages (LJ 2300)

Message	Cause	Solution
Access denied menus locked	An attempt has been made to modify a printer menu item, but the network systems administrator has enabled the control-panel security mechanism. The message will disappear shortly, and the printer will return to the ready state.	Contact the network systems administrator to change settings.
CANNOT DUPLEX CLOSE REAR BIN alternates with CANNOT DUPLEX CHECK PAPER	The printer is unable to print a duplexed print job because either the rear bin is open or the engine detects a size that cannot be duplexed.	Shut the rear bin door or load paper of the correct size.
CARTRIDGE FAILURE For help press ? alternates with RETURN FOR REPLACEMENT	The cartridge is inserted and the shipping protection strip cannot be fully removed.	Return the cartridge for replacement and replace the cartridge.
CHOSEN PERSONALITY NOT AVAILABLE alternates with To continue press ✓	The printer received a request for a personality (printer language) that does not exist in the printer. The print job is canceled.	Print the job using a printer driver for a different printer language, or add the requested language to the printer (if available). To see a list of available personalities, print a configuration page.
Clearing paper path	The printer jammed or the printer was turned on and media was detected in a wrong location. The printer is automatically attempting to eject the pages.	Wait for the printer to finish trying to clear the pages. If it cannot, a jam message appears on the control panel display.

Table 2-15 Alphabetical printer messages (continued) (LJ 2300)

Message	Cause	Solution
DATA RECEIVED	One of the following conditions exists: • The printer received data and is waiting for a form feed. • The printer is paused and there is a job waiting to print.	No action necessary unless the printer is paused. If the printer is paused, the user can press PAUSE/RESUME to process the print job.
[FS] FILE OPERATION FAILED	The printer received a PJL file system command that attempted to perform an illogical operation, such as downloading a file to a non-existent directory.	Press the SELECT button to clear the error.
[FS] IS WRITE PROTECTED	The file system device is protected, and the printer cannot write new files to it.	Press the SELECT button to clear the error.
Incorrect	The user entered the wrong PIN.	Wait for printer to return to previous screen, re-enter PIN, and press the SELECT button.
LOAD TRAY [XX] [TYPE] [SIZE]	The tray that is indicated is configured for a specific type and size of media needed by a print job, but either the tray is empty or the tray is not closed correctly. All other trays are also empty.	Load the requested media into the tray that is indicated. If there is media in the tray, close the tray correctly and press PAUSE/RESUME.
LOAD TRAY [XX] [TYPE] [SIZE] alternates with To use another tray press or For help press ? or To continue press ✓	A job is sent that requires a specific type and size that is not available in the tray that is indicated.	Perform one of these steps: • Load the requested media into the indicated tray and press the SELECT button. • Press the SELECT button to use a type and size that are available in another tray.

Table 2-15 Alphabetical printer messages (continued) (LJ 2300)

Message	Cause	Solution
MANUALLY FEED [TYPE] [SIZE] alternates with To use another tray press ✓ or For help press ? or To continue press ✓	The printer is waiting for media to be loaded in tray 1 for manual feed.	Perform one of these steps: • Load the requested media into the tray 1 and press the SELECT button. • Press the SELECT button to use a type and size that are available in another tray.
ORDER CARTRIDGE LESS THAN [XXXX] PAGES	This message appears when the CARTRIDGE LOW setting in the System Setup submenu is set to CONTINUE and the cartridge has approximately 8 percent of its toner remaining.	Make sure that you have a new cartridge ready.
Powersave on	The printer is in Powersave mode.	Any key press, error condition, or receipt of printable data clears this message.
SIZE MISMATCH TRAY [XX]= [SIZE] alternates with Ready For help press ?	The tray indicated is loaded with a different size of paper than the size configured for the tray.	Load the tray with the size configured for the tray. Make sure that the guides are positioned correctly in the tray, and then make sure that the switch in the tray is set correctly to “custom” or “standard”.
TRAY [XX] [TYPE] [SIZE]	A tray is closed, but the user did not change the position switch when the tray was opened and closed.	User can select appropriate size or type.

Table 2-15 Alphabetical printer messages (continued) (LJ 2300)

Message	Cause	Solution
TRAY [XX] EMPTY [TYPE] [SIZE] alternates with Ready For menus press ✓	The tray is out of media.	Load paper in the empty tray to clear the message. If you do not load media into the specified tray, the printer continues printing from the next available tray with the same paper size and type, and the message continues to appear.
TYPE MISMATCH TRAY [XX]=[TYPE] alternates with Ready For help press ?	The system detected a different type of media from the type specified for the tray in the paper path coming from tray XX.	Verify that the correct media is loaded in the tray. Check the driver settings to make sure that the expected media type is selected. Check the media-type settings on the printer control panel to make sure that the printer is set for the media type that is in the tray. Refer to the printer software online Help for more information.
USE TRAY [XX] [TYPE] [SIZE] alternates with To change press ▲/▼ To continue press ✓	The printer did not detect the type and size of media requested. The message shows the most likely type and size available and the tray in which they are available.	Press the SELECT button to accept the values in the message, or use UP ARROW and DOWN ARROW button to scroll through the available choices.

Numerical error messages (LJ 2300)

Table 2-16 Numerical printer messages (LJ 2300)

Message	Description	Action
10.XX.YY SUPPLIES MEMORY ERROR For help press ?	An error has occurred in one or more of the printer's supplies. Values of XX and YY are listed below: XX 00 = memory is defective 01 = memory is missing YY 00 = black print cartridge	Turn the printer power off, and then turn the printer power on to clear the message.
13.XX.YZ JAM IN [LOCATION] alternates with For help press ?	A jam has occurred in the specified location. XX is the jam code, Y is the device number, and Z is the device type. Possible locations include: ● TRAY 1 ● TRAY 2 ● TRAY 3	Remove jammed media from the specified location. **Note** This jam error message also occurs when the media pickup system fails to feed media into the printer (known as a "mis-pick"). If there is no jammed media, check the pickup roller and separation pad in the appropriate tray.
13.XX.YZ JAM INSIDE [LOCATION] alternates with For help press ?	A jam has occurred in the specified location. XX is the jam code, Y is the device number, and Z is the device type. Possible locations include: ● REAR DOOR ● TOP COVER	Remove jammed media from the specified location.
13.XX.YZ JAM REMOVE TRAY 2 alternates with For help press ?	A jam has occurred in the duplexer (tray 2). XX is the jam code, Y is the device number, and Z is the device type.	Remove jammed media from tray 2. If the message persists after all jams have been cleared, a sensor might be stuck or broken.
14.X FEED ROLLER ERROR	The rollers in tray X have worn out. X is the number of the tray: 2 = tray 2 3 = tray 3.	Replace the rollers.

Table 2-16 Numerical printer messages (continued) (LJ 2300)

Message	Description	Action
20 INSUFFICIENT MEMORY alternates with To continue press ✓	The printer received more data than can fit in its available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics.	Press the SELECT button to print the transferred data (some data might be lost), and then simplify the print job or install additional memory.
21 PAGE TOO COMPLEX alternates with To continue press ✓	The data (dense text, rules, raster or vector graphics) sent to the printer was too complex.	**1.** Press the SELECT button to print the transferred data. (Some data might be lost.) **2.** If this message appears often, simplify the print job or install additional memory.
22 EIO [X] BUFFER OVERFLOW alternates with To continue press ✓	Too much data was sent to the EIO card in the specified slot [X]. An incorrect communications protocol might be in use.	**1.** Press the SELECT button to clear the message. (The job will not be printed.) **2.** Check the host configuration.
22 PARALLEL I/O BUFFER OVERFLOW alternates with To continue press ✓	Too much data was sent to the parallel port.	**1.** Check for a loose cable connection and be sure to use a high-quality cable. Some non-HP parallel cables might be missing pin connections or might otherwise not conform to the IEEE-1284 specification. **2.** This error can occur if the driver you are using is not IEEE-1284 compliant. For best results, use an HP driver that came with the printer. **3.** Press the SELECT button to clear the error message. (The job will not be printed.)
22 SERIAL I/O BUFFER OVERFLOW alternates with To continue press ✓	Too much data was sent to the serial port.	Press the SELECT button to clear the error message. (The job will not be printed.)
22 USB I/O BUFFER OVERFLOW	Too much data was sent to the USB port.	Press the SELECT button to clear the error message. (The job will not be printed.)

Table 2-16 Numerical printer messages (continued) (LJ 2300)

Message	Description	Action
40 EIO BAD SERIAL TRANSMISSION alternates with To continue press ✓	The printer detects a serial data error (parity, framing, or line overrun) while receiving data from the computer.	Press the SELECT button to clear the error message and continue printing.
40 EIO [X] BAD TRANSMISSION alternates with To continue press ✓	The connection has been broken between the printer and the EIO card in the specified slot [X].	Press the SELECT button to clear the error message and continue printing.
41.X PRINTER ERROR alternates with To continue press ✓	A temporary printing error occurred. X can equal one of the following: 1 = Unknown misprint error 2 = Beam detect misprint error 3 = Media feed error (size) 4 = No VSYNC error 5 = Media feed error (type) 6 = ITB detection error 7 = Feed delay error 9 = Noise VSREQ error	**1.** Press the SELECT button. The page containing the error automatically reprints if jam recovery is enabled. **2.** Turn the printer power off, and then turn the printer power on.
41.3 UNEXPECTED SIZE IN TRAY [XX] alternates with LOAD TRAY [XX]: [TYPE] [SIZE]	This is typically caused if two or more sheets stick together in the printer or if the tray is not correctly adjusted.	**1.** Reload the tray with the correct paper size. **2.** Press the SELECT button to scroll to TRAY XX SIZE=. Reconfigure the size in a tray so that the printer will use a tray that contains the size required for the print job. **3.** If the error does not clear, turn the printer power off, then turn the printer power on.

Table 2-16 Numerical printer messages (continued) (LJ 2300)

Message	Description	Action
41.5 UNEXPECTED TYPE IN TRAY XX alternates with LOAD TRAY [XX]: [TYPE] [SIZE]	The printer detected a paper type different from the expected size.	**1.** Reload the tray with the correct paper type. **2.** Press the SELECT button to scroll to TRAY XX TYPE=. Reconfigure the size in a tray so that the printer uses a tray that contains the type required for the print job. **3.** If the error does not clear, turn the printer power off, and then turn the printer power on.

Table 2-16 Numerical printer messages (continued) (LJ 2300)

Message	Description	Action
49.XXYY PRINTER ERROR alternates with To continue turn off then on	A critical firmware error has occurred. XX represents a component code, and YY represents a component-specific error code.	Perform a cold reset (see “Cold reset” on page 253). If the error persists, then try the following actions: **1.** Press CANCEL JOB to clear the print job from the printer memory. Turn the printer power off, and then turn the printer power on. **2.** Try printing a job from a different program. If the message persists with different programs and print jobs, then try the following actions. **1.** Turn the printer power off. **2.** Disconnect all cables to the printer. **3.** Remove all memory DIMMs or third-party DIMMs from the printer. **4.** Remove all EIO devices from the printer. **5.** Turn the printer power on. If the error no longer exists, follow these steps: **1.** Install each DIMM and EIO device one at a time, making sure to turn the printer power off and back on as you install each device. **2.** Replace a DIMM or EIO device if you determine that it causes the error. **3.** Reconnect all cables that connect the printer to the network or computer.

Table 2-16 Numerical printer messages (continued) (LJ 2300)

Message	Description	Action
50.X FUSER ERROR For help press ?	A fuser error has occurred. X can equal one of the following: 1 = Low fuser temperature 2 = Fuser warm up service 3 = High fuser temperature 4 = Faulty fuser 5 = Inconsistent fuser 6 = Open fuser 7 = Fuser pressure release mechanism failure	Turn the printer power off and then turn the printer power on. If the problem persists, replace the fuser.
51.X PRINTER ERROR alternates with To continue turn off then on	A temporary printing error occurred. X can equal one of the following: 1 = Beam detect error 2 = Laser error	**1.** Turn the printer power off, and then turn the printer power on. If the problem persists, replace the laser/scanner.
52.X PRINTER ERROR alternates with To continue turn off then on	A temporary printing error occurred. X can equal one of the following: 0 = Scanner error 1 = Scanner startup error 2 = Scanner rotation error This error can also indicate a problem with the shutter tab on the print cartridge.	Turn the printer power off, and then turn the printer power on. If the message persists, check the print cartridge for damage or try a different print cartridge.

Table 2-16 Numerical printer messages (continued) (LJ 2300)

Message	Description	Action
53.XY.ZZ CHECK RAM/ROM MEMORY	There is a problem with the printer memory. The DIMM that caused the error is not used. X signifies the DIMM type and can equal one of the following: 0 = ROM 1 = RAM Y signifies the device location and can equal one of the following: 0 = On board RAM/ROM 1 = DIMM Slot 1 2 = DIMM Slot 2 3 = DIMM Slot 3 ZZ signifies the error number and can equal one of the following: 0 = Unsupported memory (e.g., presence detect bad) 1 = Unrecognized memory (e.g., presence detect bad) 2 = Unsupported memory size 3 = Failed RAM test 4 = Exceeded maximum RAM size 5 = Exceeded maximum ROM size 6 = Invalid DIMM speed	**1.** You might have to reseat or replace the specified DIMM. Turn the printer power off and then reseat the DIMM that caused the error. **2.** Try using a different printer driver or printing a smaller file.
55.X PRINTER ERROR alternates with To continue turn off then on	A temporary printing error occurred. X can equal one of the following: 0 = No_reset_report 1 = No_engine_response 2 = Excessive_glitches 3 = Lost_pprdy_signal 4 = Communication_timeout 5 = Bad_tray_bin_reports 6 = Ecc7_command_error 7 = Incoming_parity_error 8 = Outgoing_parity_error 9 = Missed_interrupt A = Hung_communications B = Lost_xisr_error C = Invalid_bus_timeout D = Very_late_ecomm_isr	**1.** Turn the printer power off and then turn the printer power on. **2.** Try using a different printer driver or printing a smaller file.

Table 2-16 Numerical printer messages (continued) (LJ 2300)

Message	Description	Action
56.X PRINTER ERROR alternates with To continue turn off then on	A temporary printing error occurred as a result of an incorrect input or output request. X can equal one of the following: 1 = Illegal input 2 = Illegal output	Turn the printer power off, and then turn the printer power on.
57.X PRINTER ERROR alternates with To continue turn off then on	A temporary printing error occurred in one of the printer fans. X represents the fan motor number associated with the error. For example, 1 = fan motor 1.	Turn the printer power off, and then turn the printer power on.
58.X PRINTER ERROR alternates with To continue turn off then on	A printer error has occurred where a memory tag CPU error was detected, or there is a problem with the air sensor or power supply. X can equal one of the following: 2 = Air generator sensor 3 = CPU 4 = Power supply	To resolve problems with the power supply: **1.** Remove the printer from any UPS supplies, additional power supplies, or power strips. Plug the printer into a wall outlet and see if this resolves the problem. **2.** If the printer is already plugged into a wall outlet, try another power source in the building that is independent of the one currently being used. The line voltage and current source at the printer location might need to be inspected to ensure that they meet the electrical specifications for the printer. (See “Environmental specifications” on page 39.)

Table 2-16 Numerical printer messages (continued) (LJ 2300)

Message	Description	Action
59.X PRINTER ERROR alternates with To continue turn off then on	A temporary motor error occurred. X can equal one of the following: 0 = Motor error 1 = Motor startup error 2 = Motor rotation error 3 = Fuser motor startup error 4 = Fuser motor rotation error 5 = Print cartridge motor startup error 6 = Print cartridge motor rotation error 7 = Image drum motor startup error 8 = Image drum motor rotation error 9 = ETB/ITB motor startup error A = ETB/ITB motor rotation error B = Alienation motor startup error C = Alienation motor rotation error D = Registration motor starting error E = Registration motor rotation error	Turn the printer power off, and then turn the printer power on.
62 NO SYSTEM	This message indicates that no system was found. The printer software system is corrupt.	Turn the printer power off, and then turn the printer power on.
64 PRINTER ERROR alternates with To continue turn off then on	A temporary printing error occurred in the scan buffer.	Turn the printer power off, and then turn the printer power on.
68.X STORAGE ERROR SETTINGS CHANGED alternates with To continue press ✓	One or more printer settings saved to storage device X is invalid and has been reset to its factory default. X can equal one of the following: 0 = onboard NVRAM 1 = removable disk (flash or hard)	Press the SELECT button to clear the error and continue printing. Printing can continue, but the user might experience unexpected behavior because an error occurred in permanent storage.

Table 2-16 Numerical printer messages (continued) (LJ 2300)

Message	Description	Action
68.X PERMANENT STORAGE FULL alternates with To continue press ✓	Storage device X is full. X can equal one of the following: 0 = onboard NVRAM 1 = removable disk (flash or hard)	Press the SELECT button to clear the error and continue printing. Printing can continue, but the user might experience unexpected behavior because an error occurred in permanent storage.
68.X PERMANENT STORAGE WRITE FAIL alternates with To continue press ✓	Storage device X is failing to write. X can equal one of the following: 0 = onboard NVRAM 1 = removable disk (flash or hard)	Press the SELECT button to clear the error and continue printing. Printing can continue, but the user might experience unexpected behavior because an error occurred in permanent storage.
69.X PRINTER ERROR alternates with To continue turn off then on	A duplexing error has occurred. X represents the type of duplexing error and can equal one of the following: 0 = Duplex mechanism failure 1 = Duplex slide adjust failure	Turn the printer power off, and then turn the printer power on.

Table 2-16 Numerical printer messages (continued) (LJ 2300)

Message	Description	Action
79.XXYY PRINTER ERROR alternates with To continue turn off then on	The printer detected a critical hardware error. XX represents the component ID, and YY represents a component-specific error code.	**1.** Press CANCEL JOB to clear the print job from the printer memory. Turn the printer power off, and then turn the printer power on. **2.** Try printing a job from a different program. If the job prints, try printing a different file from the first program. (If the message appears only with a certain program or print job, contact the software vendor for assistance). If the message persists with different programs and print jobs, try the following steps. **1.** Turn the printer power off. **2.** Disconnect all cables to the printer that connect it to the network or computer. **3.** Remove all memory DIMMs or third-party DIMMs from the printer. **4.** Remove all EIO devices from the printer. **5.** Turn the printer power on. If the error no longer exists, follow these steps. **1.** Install each DIMM and EIO device one at a time, making sure to turn the printer power off and back on as you install each device. **2.** Replace a DIMM or EIO device if you determine that it causes the error. **3.** Reconnect all cables that connect the printer to the network or computer.

Table 2-16 Numerical printer messages (continued) (LJ 2300)

Message	Description	Action
8X.YYYY EIO ERROR	The EIO accessory card has encountered a critical error. X represents the error location and can equal one of the following: 1 = Slot number 1 2 = Slot number 2 3 = Slot number 3 6 = Card in slot number 1 7 = Card in slot number 2 8 = Card in slot number 3 YYYY represents the error code.	**1.** Turn the printer power off, and then turn the printer power on. **2.** Turn the printer power off, reseat the EIO accessory in slot [X], and then turn the printer power on. **3.** Turn the printer power off, remove the EIO accessory from slot [X], install it in a different EIO slot, and then turn the printer power on. **4.** Replace the EIO accessory in slot [X].

Alphabetical/numerical error messages (LJ 4100mfp)

Table 2-17 Alphabetical/numerical error messages (LJ 4100mfp)

Message	Explanation	Recommended action
ADF PICK ERROR	Too many pages have been placed in the ADF. The ADF separation pad or roller is dirty, damaged, or not properly installed. **Note** The ADF is designed to hold 30 pages. Do not overfill the ADF.	**1.** See “Automatic document feeder (ADF) jams” on page 266. **2.** Remove some of the pages and try the operation again. If necessary, open the ADF cover and remove any jammed media, and then close the ADF cover. **3.** Verify that the document-detect-sensor (PS2) and leading-edge-sensor (PS1) flags can freely move. **4.** Verify that the ADF separation pad and roller are clean, in good condition, and properly installed.
ADF PAPER JAM	A page has jammed inside the ADF and must be cleared before copying can continue.	**1.** See “Automatic document feeder (ADF) jams” on page 266. **2.** Raise the ADF cover and remove the jammed media, and then lower the ADF tray. **3.** Refer to steps for clearing an ADF misfeed error. **4.** Verify that the ADF paper delivery guide is clean and its clear plastic sheet properly installed.
CALIBRATION FAILED	The auto calibration procedure was not completed.	**1.** Verify that there is not any media left on the glass from a previous copy job. **2.** Attempt to perform the auto calibration procedure again.

Table 2-17 Alphabetical/numerical error messages (continued) (LJ 4100mfp)

Message	Explanation	Recommended action
CHECK CABLES AND CYCLE POWER	Communication between the printer formatter and the copy processor board has failed.	**1.** Verify that the high-speed copy connect cable between the formatter and the copy processor board is correctly connected. Reseat the connectors. **2.** Verify that the copy processor board is firmly seated into the connector on the intermediate PCB. **3.** Check for broken, frayed, or pinched wires. **4.** Verify that the firmware DIMM and memory DIMM on the copy processor board are firmly seated. **5.** Verify that the copy processor board LEDs are illuminated.
INCOMPLETE INITIALIZATION ERROR	A sensor is not in the correct position when the MFP is initializing when the power is turned on.	**1.** Verify that all of the sensors move freely. **2.** Turn the power off, and then back on.
FLATBED COVER OPEN	The ADF cover is open or the ADF door sensor (PS10) is not properly functioning. See “LJ 4100mfp components” on page 307.	**1.** Close the ADF door. Press the START button. **2.** Verify that the ADF door sensor (PS10) is functioning. **3.** Open the cover. The message on the control panel should alternate between READY and FLATBED COVER OPEN. **4.** Perform a sensor service test. **5.** Check the ADF door sensor (PS10) for loose connectors or pinched and frayed wires. **6.** Replace the sensor if necessary.

Table 2-17 Alphabetical/numerical error messages (continued) (LJ 4100mfp)

Message	Explanation	Recommended action
PROCESSING AUTO CLEANING PAGE	The auto-cleaning page is in process. This can take up to 2.5 minutes.	**1.** Wait until the cleaning page has printed. **2.** Reload the source document and press START to begin the job. See the HP LaserJet 4100 series printer service manual for more information.
PROCESSING CLEANING PAGE	The manual-cleaning page is in process. This can take up to 2.5 minutes.	**1.** Wait until the cleaning page has printed. **2.** Reload the source document and press START to begin the job. See the HP LaserJet 4100 series printer service manual for more information.
RESEND UPGRADE	The firmware image was corrupted during an upgrade operation.	Start the firmware upgrade operation over.
30.0.01 OR 30.0.02 SCANNER I/O FAILURE CHECK COPY CONNECT CARD	Communication has failed between the copy processor board and the formatter.	**1.** Verify that the high-speed copy connect cable between the formatter and the copy processor board is correctly connected. Reseat the connectors. **2.** Verify that the copy processor board is firmly seated into the connector on the intermediate PCB. **3.** Check for broken, frayed, or pinched wires. **4.** Verify that the copy processor board LEDs are illuminated.

Table 2-17 Alphabetical/numerical error messages (continued) (LJ 4100mfp)

Message	Explanation	Recommended action
30.1.06 SCAN FAILURE	Scan-unit intake-fan failure.	**1.** With product power on, verify that the fan is functioning (the fan is off when the MFP is in PowerSave mode). **2.** Check for loose connectors and frayed or pinched wires. Reseat the fan connector at scanner controller PCB location J1203. **3.** Replace the fan.
30.1.15 SCAN FAILURE	The flatbed cover is open while the MFP is initializing after the power is turned on.	**1.** Turn the power off. **2.** Close the flatbed cover. **3.** Turn the power on.
30.1.17 SCAN FAILURE	Flatbed optical-unit-motor failure.	**1.** Verify that the optical-unit lock is in the unlocked position. **2.** Verify that the flatbed optical unit moves during initialization when the power is turned on. -Or- **3.** Use the control-panel diagnostic menu to test the scanner motor. **4.** Verify that the optical-unit drive-belt is properly installed, tensioned, and that its teeth are meshed with the drive gear. Verify that the ribbon cable is properly installed and does not hinder the optical-unit movements. **5.** Check for loose connectors and frayed or pinched wires. Reseat the optical-unit connector at scanner control PCB location J1207. **6.** Replace the scan-unit optical-unit gear/motor assembly.

Table 2-17 Alphabetical/numerical error messages (continued) (LJ 4100mfp)

Message	Explanation	Recommended action
30.1.18 SCAN FAILURE	An Application-specific integrated circuit (ASIC) has failed on the scanner control board.	**1.** Turn the power off. **2.** Reseat the scanner controller board. **3.** Turn the power on. If the error message persists, replace the scanner controller board.
30.1.19 SCAN FAILURE	The scanning lamp does not illuminate. Inverter PCB or scanning lamp failure.	**1.** Verify that the scanning lamp briefly illuminates when the product's power is turned on (open the flatbed cover to view the lamp and then turn the power on). -Or- **2.** Use the control-panel diagnostic menu to test the lamp. **3.** Verify that the scanning lamp fuse located on the Inverter PCB is not open. **4.** Check for loose connectors and frayed or pinched wires. Reseat the inverter connector at inverter PCB location CN2 and at scanner PCB location J1202. **5.** Replace the scanning lamp with a known functioning lamp. If the problem persists, proceed to the next step. **6.** Replace the inverter PCB.
30.1.20 OR 30.1.21 OR 30.1.22 OR 30.1.25 SCAN FAILURE	The copy processor board has experienced a processing error.	**1.** Turn the power off and then back on. **2.** If the error message persists, replace the copy processor board. **3.** Verify that the copy processor board LEDs are illuminated.

Table 2-17 Alphabetical/numerical error messages (continued) (LJ 4100mfp)

Message	Explanation	Recommended action
SCANNING FROM GLASS (appears when attempting to use the ADF; if you press the start button and the ADF document-detect sensor [S1] does not detect a source document, the MFP attempts to scan from the glass)	ADF document-detect sensor (PS2) did not detect a document in the ADF input tray.	**1.** Verify that the source documents are properly inserted in the ADF. **2.** Verify that no media has jammed in the ADF document path. **3.** Verify that the document-detect-sensor flag is not damaged and that it moves freely. **4.** Use the control-panel diagnostic menu to test the sensor. **5.** Verify that the ADF serial cable is securely connected to the copy processor board. **6.** Verify that the document-detect-sensor flag is not damaged and that it moves freely. **7.** Replace the ADF unit.

Alphabetical error messages (LJ 4200/4300)

Table 2-18 Alphabetical error messages (LJ 4200/4300)

Message	Description	Action
ACCESS DENIED MENUS LOCKED	An attempt has been made to modify a printer menu item, but the network systems administrator has enabled the control-panel security mechanism. The message will disappear shortly, and the printer will return to the ready state.	Contact the network systems administrator to change settings.
BAD DUPLEXER CONNECTION	The duplexer is not functioning.	**1.** Turn off the printer. **2.** Remove and then reinstall the duplexer. **3.** Turn on the printer. **4.** Check the rear accessory power connector. **5.** If the error persists, replace the duplexer.
BAD ENVELOPE FEEDER CONNECTION	The envelope feeder is not functioning.	**1.** Turn off the printer. **2.** Remove and then reinstall the envelope feeder. **3.** Turn on the printer. **4.** Check the front accessory power connector. **5.** If the problem persists, replace the envelope feeder.
CANNOT DUPLEX CHECK REAR BIN or CANNOT DUPLEX CHECK PAPER	The printer cannot perform the duplex function.	**1.** Close the face-up bin before sending a duplex print job. **2.** Replace the duplexer. **3.** Replace the dc controller PCA.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
CARTRIDGE FAILURE FOR HELP PRESS ? alternates with RETURN FOR REPLACEMENT FOR HELP PRESS ?	The print cartridge contains part of the sealing tape.	1. Remove the sealing tape. 2. If the sealing tape cannot be removed, insert a new print cartridge and return the faulty print cartridge for replacement.
CHOSEN PERSONALITY NOT AVAILABLE FOR HELP PRESS ? alternates with CHOSEN PERSONALITY NOT AVAILABLE TO CONTINUE PRESS ✓	The printer job language (PJL) encountered a request for a personality that did not exist in the printer. The job is aborted and no pages print.	1. Press the HELP button for detailed information. 2. Use the UP ARROW and DOWN ARROW to step through the instructions.
CLOSE TOP COVER FOR HELP PRESS ?	The top cover is open or the top cover switch (SW101) is defective.	1. Press the HELP button for information. 2. Close the top cover. 3. Replace the top cover switch (SW101).
DATA RECEIVED TO PRINT LAST PAGE PRESS ✓	The printer received data and is waiting for a form feed. When the printer receives another file, the message should disappear.	Press the SELECT button to continue.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
DETECTABLE SIZE IN TRAY XX FOR HELP PRESS ? alternates with DETECTABLE SIZE IN TRAY XX RECOMMEND MOVE SWITCH TO STANDARD	A tray has been loaded with media that is a standard size and the switch in the tray is set to "custom."	1. Press the HELP button the for detailed information. 2. Press the UP ARROW and DOWN ARROW to step through the instructions.
DISK DEVICE FAILURE alternates with READY FOR MENUS PRESS ✓	A device failure has occurred on the specified drive.	1. Printing can continue for jobs that do not require access to the disk drive. 2. Press the SELECT button to continue. 3. If the message persists, remove and reinstall the EIO disk drive. 4. Reinitialize the EIO disk. 5. If the message persists, replace the EIO disk drive.
DISK FILE OPERATION FAILED alternates with READY FOR MENUS PRESS ✓	The printer received a PJL file system command that attempted to perform an illogical operation (for example, a command to download a file to a nonexistent directory).	1. Printing can continue. 2. Press the SELECT button to continue. 3. If the message reappears, then a problem might exist with the software application.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
DISK FILE SYSTEM IS FULL alternates with READY FOR MENUS PRESS ✓	The printer received a PJL file system command that attempted to store something on the file system. The attempt was unsuccessful because the file system is full.	**1.** Use the device storage manager in the HP Web Jetadmin software to delete files from the EIO disk drive and then try again. **2.** Press the SELECT button to continue.
DISK IS WRITE PROTECTED alternates with READY FOR MENUS PRESS ✓	The file system device is protected and no new files can be written to it.	**1.** To enable writing to the disk, turn off the write protection by using the device storage manager in HP Web Jetadmin. **2.** Press the SELECT button to continue.
EIO DISK X NOT FUNCTIONAL FOR HELP PRESS ?	The EIO disk in slot X is not working correctly.	**1.** Remove the EIO disk from the indicated slot and reinstall it. **2.** If the error persists, replace the EIO disk drive.
ENVELOPE FEEDER EMPTY	The envelope feeder is empty.	**1.** Refill the envelope feeder. **2.** Turn off the printer. **3.** Remove and then reinstall the accessory. Turn the printer on. **4.** If the error persists, replace the envelope feeder.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
FLASH DEVICE FAILURE alternates with READY FOR MENUS PRESS 	A flash DIMM is installed in one of the formatter slots.	**1.** Printing can continue for jobs that do not require the flash DIMM. **2.** Press the SELECT button to continue. **3.** If the message persists, remove and reinstall the flash DIMM. **4.** If the message persists, replace the flash DIMM.
FLASH FILE OPERATION FAILED alternates with READY FOR MENUS PRESS 	The printer received a PJL file system command that attempted to perform an illogical operation (for example, a command to download a file to a non-existent directory).	**1.** Printing can continue. **2.** Turn the printer off and then back on to delete the message from the display. **3.** If the message reappears, a problem might exist with the software application.
FLASH FILE SYSTEM IS FULL alternates with READY FOR MENUS PRESS 	The printer received a PJL file system command that attempted to store something on the file system. The attempt was unsuccessful because the file system is full.	**1.** Use HP Web Jetadmin Device Storage Manager software to delete files from the flash memory and try again. **2.** Press the SELECT button to continue.
FLASH IS WRITE PROTECTED alternates with READY FOR MENUS PRESS 	The file system device is protected and no new files can be written to it.	**1.** To enable writing to the flash memory, turn off the write protection by using the device storage manager in HP Web Jetadmin. **2.** Press the SELECT button to continue.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
INCORRECT	The wrong personal identification number (PIN) was typed.	Type the correct PIN code. After three incorrect PIN entries, the printer returns to the Ready state.
INSERT OR CLOSE TRAY XX FOR HELP PRESS ?	Tray XX must be inserted or closed before the current job can be printed.	**1.** Press the HELP button for detailed information. **2.** Press the UP ARROW button and the DOWN ARROW button to step through the instructions. **3.** If the error persists, verify that the indicated tray's media-size sensor (PS102, SW801, or SW1) is correctly operating. Verify that the sensor "fingers" inside the tray are engaging the tray sensor correctly. **4.** Print a configuration page. **5.** If the tray settings on the configuration page are correct, verify that the tray's paper-out sensor is operating.
INSTALL CARTRIDGE alternates with FOR HELP PRESS ?	The cartridge is either not installed or not correctly installed in the printer.	**1.** Insert the cartridge, or make sure that the cartridge is fully seated. **2.** Press the HELP button for detailed information. **3.** Press the UP ARROW button and the DOWN ARROW button to step through the instructions. **4.** If the error persists, replace the cartridge. **5.** Verify that the connectors between power supply and transfer assembly are not damaged. **6.** Replace the power supply. **7.** Replace the transfer assembly.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
INSTALL FUSER FOR HELP PRESS ?	The fuser is either not installed or not correctly installed in the printer.	**1.** The fuser is not fully seated or has been removed and must be reinstalled for printing to continue. ● If the fuser is in the printer, remove and reinstall it. ● If the fuser is not in the printer, install it. **2.** Push the fuser firmly into the printer until the blue levers on both sides click into place. **3.** Press the HELP button for detailed information. **4.** Press the UP ARROW button and the DOWN ARROW button to step through the instructions. **5.** If the error persists, verify that the fuser connector (J128 for the LJ 4200; J228 for the LJ 4300) is good. **6.** Replace the fuser assembly. **7.** Replace the DC controller PCA. **8.** Replace the power supply.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
LOAD TRAY XX: <TYPE> <SIZE> FOR HELP PRESS ? alternates with LOAD TRAY XX: <TYPE> <SIZE> TO USE ANOTHER TRAY PRESS ✓	Tray XX is either empty (based on the operation of the paper sensor) or configured for a type and size other than that specified in the job.	**1.** Press the HELP button for detailed information. **2.** Press the UP ARROW button and the DOWN ARROW button to step through the instructions. **3.** Print a configuration page and verify that the tray settings are correctly set. **4.** If the tray settings on the configuration page do not match the actual tray setting, verify that the indicated tray's paper width switch (SW102, SW801, or SW1) is operating correctly.
LOAD TRAY XX: <TYPE> <SIZE> FOR HELP PRESS ?	Tray *XX* is either empty (based on the operation of the paper sensor) or configured for a type and size other than that specified in the job. No other tray is available.	**1.** Press the HELP button for detailed information. **2.** Press the UP ARROW) button and the DOWN ARROW button to step through the instructions. **3.** Print a configuration page and verify that the tray settings are correctly set. **4.** If the tray settings on the configuration page do not match the actual tray setting, verify that the indicated tray's paper width switch (SW102, SW801, or SW1) is operating correctly.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
LOWER THE OPTIONAL BIN Note: The stacker or stapler/stacker LED blinks in amber.	The stacker or stapler/stacker output bin is in the raised position.	**1.** Lower the output bin. **2.** If the error persists, replace the stacker or stapler/stacker.
MANUALLY FEED <TYPE> <SIZE> FOR HELP PRESS ? alternates with MANUALLY FEED <TYPE> <SIZE> TO CONTINUE PRESS 	A job was sent that requires a specific paper type and size that is not currently available.	**1.** Manually feed the media. **2.** Press the HELP button for detailed information. **3.** Press the UP ARROW button and the DOWN ARROW button to step through the instructions. **4.** If the requested paper size and type is installed in one of the trays, print a configuration page to see if the printer tray setting differ from the paper size and type in the tray. **5.** Check the tray size sensor switches if the configuration page indicates a different size than that in the tray. Verify that the sensor “fingers” inside the tray are engaging the tray sensor correctly.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
NON HP CARTRIDGE DETECTED	The printer has detected that an HP print cartridge is currently installed. If a new HP cartridge has been installed, this message appears for about 20 seconds and then is replaced by the READY message.	**1.** If the print cartridge appears to be an authentic HP cartridge, try installing another HP print cartridge that has the same shipment lot number. If this clears the error message, return the print cartridge that you removed to the supplier as defective. **Note** If the error message persists, the print cartridge might be a fraudulent cartridge. **2.** If the error message persists, the memory chip on the print cartridge (location J600) might be defective or the connector might be defective. **3.** The DC controller PCA might be defective. Replace the DC controller PCA. **Note** Printer repairs that are required as a result of using non-HP print cartridges are *not* covered under the HP warranty.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
NON HP CARTRIDGE DETECTED alternates with READY FOR MENUS PRESS 	The printer has detected that a non-HP print cartridge is currently installed.	**1.** If the print cartridge appears to be an authentic HP cartridge, try installing another HP print cartridge that has the same shipment lot number. If this clears the error message, return the print cartridge that you removed to the supplier as defective. **Note** If the error message persists, the print cartridge might be a fraudulent cartridge. **2.** If the error message persists, the memory chip on the print cartridge (location J600) might be defective or the connector might be defective. **3.** The DC controller PCA might be defective. Replace the DC controller PCA. **Note** Printer repairs that are required as a result of using non-HP print cartridges are *not* covered under the HP warranty.
OUTPUT BIN 1 FULL REMOVE ALL PAPER FROM BIN Note: The stacker or stapler/stacker LED blinks in amber.	The stacker or stapler/stacker output bin is full and must be emptied in order to continue printing.	**1.** Remove the media from the output bin. **2.** If the error persists, verify that the output bin flapper (the four plastic paddles hanging down in front of the output bin rollers) moves freely. **3.** Replace the stacker or stapler/stacker.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
OUTPUT PAPER PATH OPEN Note: The stacker or stapler/stacker LED blinks in amber.	The jam-access door or the staple cartridge door is open.	**1.** Press the HELP button for detailed information. **2.** Press the UP ARROW button and the DOWN ARROW button to step through the instructions. **3.** Close the open door. **4.** If this message persists, replace the stacker or stapler/stacker.
PERFORM PRINTER MAINTENANCE alternates with READY FOR MENUS PRESS ✓	To ensure optimum print quality, the printer prompts you to perform routine maintenance every 200,000 pages (default setting). ● Q2429A; 110 V printer kit for the HP LaserJet 4200 ● Q2436A; 110 V printer kit for the HP LaserJet 4300 ● Q2430A; 220 V printer kit for the HP LaserJet 4200 ● Q2437A; 220 V printer kit for the HP LaserJet 4300	Install an HP LaserJet 4200/4300 printer maintenance kit. See the instructions that come with this kit. -or- Continue printing and order a printer maintenance kit
PERFORMING UPGRADE	A firmware upgrade is in progress.	**CAUTION** Do not turn the printer off until the printer returns to the Ready state. The printer will be damaged if the power is turned off during a firmware upgrade.
PRINTING... REGISTRATION PAGE	The printer is generating the registration page. The printer will return to the Ready state when the page is completed.	Follow the instructions on the printed pages.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
RAM DISK DEVICE FAILURE alternates with READY FOR MENUS PRESS 	The RAM disk had a critical failure and can no longer be used.	**1.** Turn the printer power off, and then on again. **2.** If the error persists, a defective DRAM DIMM might be installed in the printer (on the formatter). Replace the DRAM DIMM(s). The procedure for replacing a DRAM DIMM is the same as replacing a firmware DIMM.
RAM DISK FILE OPERATION FAILED alternates with READY FOR MENUS PRESS 	The printer received a PJL file system command that attempted to perform an illogical operation (for example, a command to download a file to a nonexistent directory).	**1.** Turn the printer off and then on to delete the message from the display. **2.** If this error persists, a problem might exist with the software application.
RAM DISK FILE SYSTEM IS FULL ALTERNATES WITH READY FOR MENUS PRESS 	The RAM disk is full.	**1.** Delete files and then try again, or turn the printer off and then on to delete all the files on the RAM disk. **2.** If the message persists, increase the size of the RAM disk by adding additional memory DIMMs.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
RAM DISK IS WRITE PROTECTED ALTERNATES WITH READY FOR MENUS PRESS 	The file system device is protected and no new files can be written to it.	To enable writing to the RAM disk, turn off the write protection by using the device storage manager in the HP Web Jetadmin software.
RECEIVING UPGRADE	A firmware upgrade is in progress.	No action required. **CAUTION** Do not turn the printer off until the printer returns to the ready state. The printer will be damaged if the power is turned off during a firmware upgrade.
REINSERT DUPLEXER	The duplexer is not functioning.	**1.** Turn off the printer. **2.** Remove and then reinstall the duplexer. **3.** Turn on the printer. **4.** Check the rear accessory power connector. **5.** If the error persists, replace the duplexer.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
REPLACE CARTRIDGE alternates with FOR HELP PRESS ?	No toner remains in the print cartridge.	**1.** Replace the print cartridge to continue printing. **2.** Press the HELP button for detailed information. **3.** Press the UP ARROW button and the DOWN ARROW button to step through the instructions. **4.** Supplies-ordering information is also available from the embedded Web server. **5.** If the error persists, replace the power supply.
RESEND UPGRADE	The firmware upgrade was not completed successfully.	Follow the ReadMe file firmware download instructions online; attempt the upgrade again.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
SIZE MISMATCH TRAY XX=<SIZE> FOR HELP PRESS ? alternates with READY FOR MENUS PRESS ✓	The tray is loaded with media that is longer or shorter in the feed direction than the size setting for the tray.	**1.** Adjust the side and rear paper guides against the paper. At the control panel, set the tray 1 paper size to the size of medias in tray 1. **2.** If the media being used is Letter, A4, Executive, B5 JIS, A5, or Legal size, the tray switch should be set to "standard." Set the tray switch to "custom" for all other media sizes. The custom size switch must be set before the size can be selected at the control panel. **3.** Print a configuration page and verify that the tray size settings match the actual tray settings. If the settings do not match, verify that the tray size sensors are correctly functioning. If they are not, replace the media-size sensors (SW102, SW801, or SW1). Verify that the sensor "fingers" inside the tray are engaging the tray sensor correctly. **4.** Replace the indicated feeder control PCA. **5.** Replace the DC controller PCA.
STANDARD OUTPUT BIN FULL REMOVE ALL PAPER FROM BIN	The top (standard) output bin is full and must be emptied.	**1.** Empty the top output bin. **2.** If the error persists, verify that the output bin sensor (PS104) is operating and that the sensor arm can freely move.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
STAPLER LOW ON STAPLES FOR HELP PRESS ? Note: The stapler/ stacker LED is continuously illuminated green (this error applies to the stapler/ stacker only).	Fewer than 70 staples remain in the optional stapler/stacker staple cartridge. Printing will continue until the STAPLER OUT OF STAPLES message appears on the printer control-panel display.	1. Press the HELP button for detailed information. 2. Press the UP ARROW button and the DOWN ARROW button to step through the instructions. 3. If after following the instruction above the error persists, replace the staple unit. **Note** The customer is responsible for ordering replacement staple cartridges.
STAPLER OUT OF STAPLES FOR HELP PRESS ? Note: The stapler/ stacker LED blinks in amber (this error applies to the stapler/ stacker only).	Fewer than 15 staples remain in the optional stapler/stacker. The printer behavior depends on how STAPLES OUT is configured. ● If STAPLES OUT=STOP, the printer stops printing until you refill the stapler or press the SELECT button. This is the default setting. ● If STAPLES OUT=CONTINUE, printing continues but print jobs will not be stapled.	1. Press the HELP button for detailed information. 2. Press the UP ARROW button and the DOWN ARROW button to step through the instructions. 3. Replace the staple cartridge. 4. If the error persists, Replace the stapler unit followed by the stapler/stacker if necessary.
TOO MANY PAGES IN JOB TO STAPLE Note: The stapler/ stacker LED is continuously illuminated in green (this error applies to the stapler/stacker only)	The maximum number of sheets the stapler can staple is 15. The print job finishes printing but is not stapled.	Reduce the number of pages in the print job, or print and staple in batches of 15 or fewer pages.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
TOO MANY TRAYS INSTALLED TURN POWER OFF AND UNISTALL A TRAY.	Too many optional input trays are installed. A maximum of two optional trays is allowed.	Turn off the printer power and remove a tray.
TRAY XX CONTAINS UNKNOWN MEDIA	The media type or size in the specified tray cannot be determined.	1. To change the media type, press the SELECT button. Use the UP ARROW button and the DOWN ARROW button to scroll to the type, and then press the SELECT button to select it. 2. To change the media size to Letter, A4, Executive, B5 JIS, A5, or Legal, leave the tray switch in the “standard” position. 3. To change the media size to other sizes, move the tray switch to “custom”, adjust the paper guides against the paper, and close the tray. Use the UP ARROW button and the DOWN ARROW button to scroll to the media size, and then press the SELECT button to select it.
TRAY XX EMPTY <TYPE> <SIZE> alternates with READY FOR HELP PRESS ?	The specified tray is empty, but the current job does not require this tray in order to print correctly.	1. Refill the indicated tray. 2. If the error persists, verify that the indicated tray’s paper-out sensor (PS105,PS101, PS801, or SR3) is correctly functioning correctly.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
TRAY XX OPEN FOR HELP PRESS ? alternates with READY FOR MENUS PRESS ✓	The specified tray is open or not closed completely.	**1.** Close the tray. **2.** If this error persists, verify that the indicated tray's media-size sensors (SW102, SW801, or SW1) is correctly functioning correctly. Verify that the sensor "fingers" inside the tray are engaging the tray sensor correctly.
TRAY XX SIZE= <XXXX SIZE> FOR HELP PRESS ?	A tray was installed with the standard/custom switch set to "custom", or with the paper guides in a non-standard configuration. The printer is prompting you to use the control panel to specify a predefined non-standard paper size, a "custom" paper size, or an "any custom" or an "any" size setting. (The software program defines the "any custom" and "any" size settings.)	**1.** Use the control panel to select the appropriate custom paper size. Press the SELECT button. **2.** If the media used is letter, A4, executive, B5 JIS, A5, or legal sized, the tray switch should be set to "standard." Set the tray switch to "custom" for all other media sizes. The tray switch must be set to custom before the size can be selected at the control panel. **3.** Print a configuration page and verify that the tray size settings match the actual tray settings. If the settings do not match, verify that the tray size sensors are correctly functioning. If they are not, replace the media-size sensors (SW102, SW801, or SW1). Verify that the sensor "fingers" inside the tray engage the tray sensor correctly.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
TRAY XX <TYPE> <SIZE> TO CHANGE TYPE PRESS  alternates with TRAY XX <TYPE> <SIZE> SIZE DETECTED BY TRAY	The printer is reporting the current configuration of tray XX. The tray switch is in the “standard” position.	**1.** To change the media type, press the SELECT button. Use the UP ARROW button and the DOWN ARROW button to scroll to the type, and then press the SELECT button to select it. **2.** To change the media size to letter, A4, executive, B5 JIS, A5, or legal, leave the tray switch in the “standard” position and adjust the media guides to the correct positions. **3.** To change the media size to other sizes, move the tray switch to “custom”, adjust the paper guides against the paper, and close the tray. **4.** Use the UP ARROW button and the DOWN ARROW button to scroll to the media size, and then press the SELECT button to select it. Repeat this procedure to select the media type. **5.** If the size that appears on the control panel display is incorrect and the tray paper guides are correctly adjusted, verify that the indicated tray’s media-size sensor (SW102, SW801, or SW1) is operating. Verify that the sensor “fingers” inside the tray engage the tray sensor correctly.

Table 2-18 Alphabetical error messages (continued) (LJ 4200/4300)

Message	Description	Action
TRAY XX <TYPE> <SIZE> SIZE SPECIFIED BY USER alternates with TRAY XX <TYPE> <SIZE> TO CHANGE TYPE PRESS 	The printer is reporting the current configuration of tray XX. The tray switch is in the “custom” position.	**1.** To change the media type, press the SELECT button. Use the UP ARROW button and the DOWN ARROW button to scroll to the type, and then press the SELECT button to select it. **2.** To change the media size to letter, A4, executive, B5 JIS, A5, or legal, set the tray switch to the “standard” position and adjust the media guides to the correct positions. **3.** To change the media size to other sizes, leave the tray switch in the “custom” position, adjust the media guides against the media, and close the tray. **4.** Select the **Paper Handling** menu from the control panel. Configure the size and media type for the tray.
UNABLE TO STORE JOB <JOBNAME>	A job cannot be stored because of a memory, disk, or configuration problem.	**1.** Install additional memory in the printer, or install a disk drive in the printer. **2.** If a disk drive is installed, delete the previously stored print jobs to increase the disk storage space. **3.** If the error persists, check the printer driver and application program settings.
USE INSTEAD? TRAY X: <TYPE> <SIZE>	The printer is offering the closest selection of alternative media to use for the print job.	To choose the alternative, press the SELECT button. Use the UP ARROW button and the DOWN ARROW button to scroll to any alternative selection, and then press the SELECT button to select it.

Table 2-19 Numerical error messages (LJ 4200/4300)

Message	Description	Action
10.00.00 SUPPLIES MEMORY ERROR or 10.10.00 SUPPLIES MEMORY ERROR For help press ?	The printer is unable to read the electronic information (e-label) on the print cartridge. **XX Description** 00 memory error on the cartridge 10 memory device not found **YY Description** 00 black print cartridge	1. Open the top cover, remove the print cartridge, and reinstall it. 2. Install a new HP print cartridge. 3. Check the connection between the DC controller PCA (location J97) and the memory chip on the print cartridge (location J600). 4. Replace the memory chip cable and contact assembly. 5. Replace the DC controller PCA.
13.XX.YY DUPLEX JOB INTERRUPTED For help press ? alternates with 13.XX.YY DUPLEX JOB INTERRUPTED DISCARD TOP SHEET AND PRESS ✓ or 13.XX.YY DUPLEX JOB INTERRUPTED DISCARD TOP TWO SHEETS AND PRESS ✓	A duplex job was physically interrupted as the paper was momentarily routed to the output bin during duplexing. This error is usually caused by a user attempting to grasp the edge of the page as it exits the top output bin during the duplexing process.	1. Press the HELP button for more information. 2. Remove the specified number of pages from the output bin. 3. Press the SELECT button to continue printing. 4. Replace the duplexer. 5. Replace the DC controller PCA. **Note** IF JAM RECOVERY = OFF some pages will not be reprinted. Resend the missing pages.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
13.XX.YY JAM For help press ?	A jam exists in the media path.	**1.** Press the HELP button for detailed information about clearing the jam. **2.** Press the UP ARROW button and the DOWN ARROW button to step through the instructions. **3.** If the media is folding into an accordion shape, make sure that the shutter on the print cartridge opens as you insert the cartridge. Replace any defective print cartridge. **4.** For information about how to resolve a jam, see the specific numerical error codes in this table (the following 13.XX.YY error codes are not in numerical sequence).

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
13.01.00. or 13.03.00 JAM IN TRAY X For help press ? or 13.03.00 PAPER JAM OPEN INPUT TRAYS THEN OPEN AND CLOSE TOP COVER	A page is jammed in tray X. A 13.01.00 error message indicates that the media did not arrive at the pre-feed sensor (PS102) within the specified time. A 13.03.00 error message indicates that the media did not arrive at the top-of-page sensor (PS103) within the specified time. **Note** The 13.01.00 error can also be caused by the failure of the paper-level sensor (PS107). If this sensor fails, the lifter motor does not rotate to lift the paper tray plate. This error can also be caused when the printer attempts to pick up media from a tray that is empty, but the paper-out sensing mechanism for that tray has failed and the printer senses that the tray appear to be loaded.	**1.** Press the HELP button for detailed information about clearing the jam. **2.** Press the UP ARROW button and the DOWN ARROW button to step through the instructions. **3.** Check that the paper-out sensor in the specified tray is functioning correctly. **4.** Clean the pickup roller. If it is worn or damaged, replace it. **5.** Clean the feed and separation rollers. If they are worn or damaged, replace them (always replace both rollers at the same time). **6.** Verify that the pre-feed sensor (PS102) is installed correctly. **7.** Open and close the specified tray while watching the control-panel display. A short delay should occur between when the tray closes and the tray-size message appears on the control-panel display. If there is no delay and you do not hear the tray-lift motor lift the tray plate into place, replace the tray's stack position sensor (PS107, PS802, or SR2). **8.** Replace the tray X pickup solenoid. **9.** Replace the tray 1 paper-pickup assembly. **10.** Replace the paper-feed assembly.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
CONTINUED 13.01.00. or 13.03.00 JAM IN TRAY X For help press **?** or 13.03.00 PAPER JAM OPEN INPUT TRAYS THEN OPEN AND CLOSE TOP COVER	**CONTINUED**	**CONTINUED** **11.** Verify that the top-of-page sensor (PS103) is operating correctly and that the sensor flag can freely move. Replace the sensor if it is not operating correctly. **12.** Replace the DC controller PCA.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
13.02.00 or 13.05.00 or 13.20.00 or 13.21.00 JAM IN TOP COVER AREA For help press ?	A jam exists in the top-cover area. A 13.02.00 error message indicates that the media did not pass the top-of-page sensor (PS103) within the specified time. A 13.05.00 error message indicates that the media did not arrive at the fuser delivery sensor (PS108) within the specified time. A 13.20.00 error message indicates that the printer power was turned on or that the printer attempted to initialize while the pre-feed sensor (PS102), the top of page sensor (PS102) and/or the fuser delivery sensor (PS108) was detecting media. A 13.21.00 error message indicates that the top cover open switch (SW101) was activated while a print job was printing (the top cover was opened or the switch is defective).	**1.** Press the HELP button for detailed information about clearing the jam. **2.** Press the UP ARROW button and the DOWN ARROW button to step through the instructions. **3.** Check the pre-feed, top-of-page, and fuser assembly sensors (PS102, PS103 and PS 108) and verify that the sensor arms move freely. **4.** If the paper-feed assembly has been replaced, verify that the pre-feed sensor (PS102) is installed correctly. **5.** Replace the top-of-page sensor (PS103). **6.** Replace the top-cover-open switch (SW101). **7.** Replace the fuser (PS108). **8.** Replace the DC controller PCA.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
13.06.00 and 13.12.00 JAM INSIDE REAR DOOR For help press ?	A page is jammed near the rear output door.	**1.** Press the HELP button for detailed information about clearing the jam. **2.** Press the UP ARROW button and the DOWN ARROW button to step through the instructions. **3.** Check the paper width and fuser delivery sensors (PS106, PS108) and verify that the sensor arms move freely. **4.** Check the inside of the duplexer for scraps of media that might have torn off when a jam was cleared. **5.** Replace the media-size sensor (PS106) and fuser. **6.** Turn the power off. Remove the duplexer and turn the power on. If the error message persists, replace the DC controller PCA. **7.** Replace the fuser (PS108).

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
13.12.07 JAM IN STAPLER **Note**: The stapler/stacker LED blinks in amber (this error applies to the stapler/stacker only).	There is a jam in the stapler cartridge (the stapler did not finish stapling but its motor was able to return to its home position).	**1.** Press the HELP button for detailed information. **2.** Press the UP ARROW) button and the DOWN ARROW button to step through the instructions. **3.** Remove any jammed paper from the stapler/stacker. **4.** Remove the staple cartridge from the stapler unit. **5.** Push the green door on the end of the staple cartridge up (in the direction of the arrows). **6.** Remove the jammed staple. **7.** Close the staple cartridge door. Replace the cartridge in the stapler unit. **8.** Close the staple unit. **9.** If the error persists, replace the staple cartridge. **10.** If the error persists, replace the stapler unit.
13.12.08 JAM IN OUTPUT DEVICE **Note**: The stapler/stacker LED blinks in amber (this error applies to the stapler/stacker only).	The output bin page-detection sensor has been active for longer than the specified time.	**1.** Press the HELP button for detailed information. **2.** Press the UP ARROW button and the DOWN ARROW button to step through the instructions. **3.** Remove all of the pages from the output bin. **4.** Open the jam-access door and remove all of the pages. Close the access door. **5.** If this error message persists, replace the stapler/stacker.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
13.12.09 JAM IN OUTPUT DEVICE For help press ? **Note**: The stacker or stapler/stacker LED blinks in amber.	The stacker or stapler/stacker inlet sensor has been active for longer than a specified time.	1. Press the HELP button for detailed information. 2. Press the UP ARROW button and the DOWN ARROW button to step through the instructions. 3. Open the jam-access door and remove all of the pages. Close the access door. 4. If this error message persists, replace the stacker or stapler/stacker.
13.12.10 JAM IN OUTPUT DEVICE For help press ? The event log records this error message as 13.12.0A **Note**: The stacker or stapler/stacker LED blinks in amber.	A page did not arrive at the stacker or stapler/stacker inlet sensor in the specified time.	1. Press the HELP button for detailed information. 2. Press the UP ARROW button and the DOWN ARROW button to step through the instructions. 3. Open the jam-access door and remove all of the pages. Close the access door. 4. Verify that the output bin deflector (in the printer) is operating correctly. 5. If the error message persists, replace the stacker or stapler/stacker.
13.12.11 JAM IN OUTPUT DEVICE For help press ? The event log records this error message as 13.12.0B **Note**: The stacker or stapler/stacker LED blinks in amber.	A jam was detected when the stacker or stapler/stacker power was turned on.	1. Press the HELP button for detailed information. 2. Press the UP ARROW button and the DOWN ARROW button to step through the instructions. 3. Remove all of the pages from the output bin. 4. Open the jam-access door and remove all of the pages. Close the access door. 5. If the error persists, replace the stacker or the stapler/stacker.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
13.13.00 JAM INSIDE DUPLEXER For help press ?	A page is jammed inside the duplexer.	1. Press the HELP button for detailed information about clearing the jam. 2. Press the UP ARROW button and the DOWN ARROW button to step through the instructions. 3. Check the inside of the duplexer for scraps of media that might have been torn off when a jam was cleared. 4. Turn the power off. Remove the duplexer and turn the power on. If this error persists, replace the DC controller PCA. 5. Replace the duplexer.
13.1C.00 FUSER JAM For help press ?	A jam exists in the fuser area. The media is probably wrapped around the fuser roller.	1. Remove the fuser. 2. Turn the blue knob to remove the jammed media. 3. If necessary, replace the fuser.
13.98.00 OPEN INPUT TRAYS THEN OPEN AND CLOSE TOP COVER	One of the following conditions exists: ● The face-up tray was opened when the printer was attempting to send a page to the duplexer. ● A page shorter than 200 mm (7.87 inches) was sent to the duplexer. ● A page less than 120 mm (4.72 inches) in width was sent to the duplexer. ● A multi-feed paper jam has occurred.	1. Remove any jammed media from the paper path. 2. Open and close the top cover. 3. Disconnect all optional paper-handling accessories. 4. Replace the feed and separation rollers. 5. Replace the DC controller PCA.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
20 INSUFFICIENT MEMORY For help press ? alternates with 20 INSUFFICIENT MEMORY To continue press 	The printer has received more data from the computer than fits in the available memory.	**1.** Press the SELECT button to resume printing. **Note** A loss of data will occur. **2.** Reduce the complexity of the print job to avoid this error. **3.** You might be able to print pages that are more complex if you add memory to the printer.
21 PAGE TOO COMPLEX For help press ? alternates with 21 PAGE TOO COMPLEX To continue press 	The printer cannot process the page quickly enough.	**1.** Press the SELECT button to process the page. **Note** A loss of data will occur. **2.** Make the page contents less complex and re-print the print job.
22 EIO X BUFFER OVERFLOW To continue press 	The printer's EIO card in slot X has overflowed its I/O buffer during a busy state.	**1.** Press the SELECT button to resume printing. **Note** A loss of data will occur. **2.** Check the configuration of the EIO card and the host computer. **3.** If this error message persists, replace the EIO card.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
22 PARALLEL I/O BUFFER OVERFLOW For help press ? alternates with 22 PARALLEL I/O BUFFER OVERFLOW To continue press ✓	The printer's parallel buffer has overflowed during a busy state.	**1.** Press the SELECT button to resume printing. **Note** A loss of data will occur. **2.** Check the parallel I/O configuration. Set HIGH SPEED to NO and ADVANCED FUNCTIONS to OFF. **3.** Replace the formatter PCA.
40 EIO X BAD TRANSMISSION To continue press ✓	A connection with the card in EIO slot X has been broken abnormally.	**1.** Press the SELECT button to resume printing. **Note** A loss of data will occur. **2.** Check that all of the cables are connected to the EIO ports and that the EIO board is seated correctly. **3.** If possible, print to another network printer to verify the network is working correctly. **4.** Check the configuration of the EIO card. **5.** If this error message persists, replace the EIO card.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
41.3 UNEXPECTED SIZE IN TRAY XX For help press ? alternates with 41.3 LOAD TRAY XX: [TYPE] [SIZE] For help press ?	The media that is loaded is longer or shorter in the feed direction than the size that is configured for the tray.	**1.** If the incorrect size was selected, cancel the job or press the HELP button to gain access to help. **2.** Press the UP ARROW button and the DOWN ARROW) button to step through the instructions. **3.** Print a configuration page and verify that the tray settings match the media in the tray. **4.** Verify that the pre-feed, top-of-page, and fuser delivery- sensors (PS102, PS103, PS108) are operating and the sensor flags can move freely. **5.** Replace the DC controller PCA.
41.X PRINTER ERROR For help press ? S alternates with 41.X PRINTER ERROR To continue press ✓	A printer error has occurred. **X Description** 1 unknown misprint error 2 beam-detect misprint error 4 no VSYNC error 7 feed-delay error 9 signal-noise error	**1.** Press the SELECT button to continue or press the HELP button for more information. **2.** If the message persists, turn the printer power off and then on again. **3.** If these errors becomes a frequent problem, replace the DC controller PCA.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
49.XXXX PRINTER ERROR To continue turn off then on	A critical firmware error has occurred that caused the processor on the formatter to abort the operation. This type of error can be caused by invalid print commands, corrupt data, or invalid operations. In some instances, electrical noise in the cable can corrupt data during transmission to the printer. Other causes include poor-quality parallel cables, poor connections, or specific applications. Sometimes, the formatter itself fails, which is usually indicated by a 79 SERVICE ERROR.	**1.** Press CANCEL JOB to clear the print job from the printer memory. **2.** Turn the printer off and then on. **3.** Go to htpp://www.hp.com/support/LJ4200 or htpp://www.hp.com/support/LJ4300. Select *Download Drivers and Software*. Check for the latest firmware image version at the bottom of the page. If this firmware image is newer than the one installed on your printer and your printer can receive a firmware update, download the newer firmware upgrade. Not all HP LaserJet 4200/4300 printers can receive firmware upgrades. **4.** Try printing a job from a different software program. If the job prints, then try printing a different file from the first program. (If the message appears only with a certain software program or print job, contact the software vendor for assistance.) **5.** If the message persists when using different software programs and attempting specific print jobs, disconnect all cables that connect the printer to the network or a computer. **6.** Turn the printer off.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
continued 49.XXXX PRINTER ERROR To continue turn off then on		**6.** Remove all of the EIO devices from the printer. **7.** Remove all memory DIMMs or third-party DIMMs from the printer. (Do not remove the firmware DIMM in slot J1.) **8.** Turn the printer on. **9.** If the error message no longer exists, reinstall each DIMM and EIO device individually, making sure to turn the printer power off and then on again as you install each device. **10.** Replace the DIMM or EIO device caused the error message. **11.** Remember to reconnect all of the cables that connect the printer to the network or computer. **12.** If this error message persists, replace the firmware DIMM. **13.** Replace the formatter assembly.
49.24.02 PRINTER ERROR	The printer has experienced a critical error.	**1.** Verify that the ribbon cables are fully seated in the connectors on the DC controller PCA. **2.** Replace the power supply. **3.** Replace the DC controller PCA. **4.** Replace the formatter assembly.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
50.X FUSER ERROR For help press ?	A fuser error has occurred. **X description** 1 low fuser temperature 2 fuser warmup service 3 fuser over temperature 4 faulty fuser 5 incorrect fuser is installed 6 open fuser circuit	**1.** Turn the printer off and allow it to cool. **2.** Verify that the correct model of fuser is installed. **3.** Verify that the correct voltage fuser is installed. **4.** Reinstall the fuser, and check the connection between the fuser and the printer. Replace the connector if it is damaged. **5.** Replace the fuser. **6.** Replace the DC controller PCA. **7.** Replace the power supply.
51.XY PRINTER ERROR For help press ? alternates with 51.XY PRINTER ERROR To continue turn off then on	A printer error has occurred. **X description** 1 beam-detect error 2 laser error	**1.** Press the SELECT button to continue. **2.** Turn the printer off and then on. **3.** Reseat the connectors between the laser/scanner and DC controller PCA (J83 and J84). **4.** Replace the laser/scanner assembly. **5.** Replace the DC controller PCA.
52.XY PRINTER ERROR For help press ? alternates with 52.XY PRINTER ERROR To continue turn off then on	A printer error has occurred. **X description** 0 scanner error 1 scanner startup error 2 scanner rotation error	**1.** Press the SELECT button to continue. **2.** Turn the printer off and then on. **3.** Reseat the connectors between the laser/scanner and DC controller PCA (J83 and J84). **4.** Replace the laser/scanner assembly. **5.** Replace the DC controller PCA.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
53.XY.ZZ PRINTER ERROR To continue press cancel job	An error occurred in the printer memory. **X DIMM Type** 0 ROM (firmware DIMM) 1 RAM **Y Device Location** 1 DIMM Slot 1 2 DIMM Slot 2 3 DIMM Slot 3 4 DIMM Slot 4 **ZZ Error Number** 0 unsupported memory 1 unrecognized memory 2 unsupported memory size 3 failed RAM test 4 exceeded maximum RAM size 6 invalid DIMM speed	Press CANCEL JOB. If the error persists, replace the DIMM card in the specific slot.
54.1 REMOVE THE SEALING TAPE FROM TONER CARTRIDGE	The print cartridge was installed with the sealing tape in place.	**1.** Remove the sealing tape from the print cartridge. **2.** Replace the print cartridge.
55.X PRINTER ERROR For help press ? alternates with 55.X PRINTER ERROR To continue press ✓	The DC controller is not communicating with the formatter. The problem could be caused by a timing error or an intermittent connection.	**1.** Press the SELECT button to continue. **2.** Turn the printer off and then on. **3.** Reseat the connectors between the DC controller PCA and the formatter. **4.** If the problem persists, replace the DC controller PCA. **5.** Replace the formatter.
56.1 PRINTER ERROR To continue turn off then on	Unknown input device installed.	**1.** Turn the power off and then on. **2.** Reinstall all paper input trays. **3.** Remove all non-HP paper-handling devices.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
56.2 PRINTER ERROR To continue turn off then on	Unknown output device installed.	**1.** Turn the power off and then on. **2.** Reinstall the stacker or stapler/stacker. **3.** Remove all non-HP paper-handling devices.
57.X PRINTER ERROR To continue turn off then on or 57.3 EP FAN FAILURE or 57.4 MAIN FAN FAILURE	A printer fan is not functioning. **X Description** 3 EP cartridge fan, right side (LJ 4300 only) 4 Main cooling fan, left side	Turn the printer off and then on. **57.3 Cartridge fan error (F2)** **1.** Reconnect the connector between the fan and the DC controller PCA (location J78). **2.** Replace the fan. **3.** Replace the DC controller PCA. **57.4 Main fan error (F1)** **1.** Reconnect the connector between the fan and the power supply. **2.** Verify that the ribbon cables are fully seated in the connectors on the DC controller PCA. **3.** Replace the fan. **4.** Replace the power supply. **5.** Replace the DC controller PCA.
57.7 DUPLEX FAN FAILURE	The cooling fan in the optional duplexer is not functioning.	**1.** Turn the printer off and then on. **2.** Replace the duplexer.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
58.X PRINTER ERROR For help press **?** alternates with 58.X PRINTER ERROR To continue turn off then on	A memory error has been detected. **X Description** 2 air-temperature sensor 3 DC controller 4 power supply	**58.2 Air temperature sensor** **1.** Reconnect the connector between the air temperature sensor (the bar mounted across the main cooling fan on the left side of the printer) and the power supply (location J63). **2.** Replace the air-temperature sensor. **3.** Replace the power supply. **58.3 DC controller** **1.** Turn the printer off and then on. **2.** Replace the DC controller PCA. **58.4 Power supply** **1.** Turn the printer off and then on. **2.** Replace the power supply.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
59.XY PRINTER ERROR For help press ? alternates with 59.XY PRINTER ERROR To continue turn off then on	A printer-motor error has occurred. **X Description** 0 main-motor error 1 motor startup error 2 motor rotation error 4 EP-motor error (LJ 4300 only) A EP-motor error (LJ 4300 only) **Y Description** Y = 0	**59.00, 59.10, 59.20 Motor failure** **1.** Turn the printer off and then on. **2.** Reconnect the main-motor wire-harness on the DC controller PCA (location J98) **3.** Replace the main motor. **4.** Replace the DC controller PCA. **59.A or 59.4 EP Motor failure (LJ 4300 only)** **1.** Turn the printer off and then on. **2.** Reconnect the EP-motor connector on the DC controller PCA (location J86). **3.** Replace the print-cartridge motor. **4.** Replace the DC controller PCA.
59.2 MAIN MOTOR ROTATION ERROR	The main motor is not functioning correctly.	**1.** Turn the printer off and then on. **2.** Reconnect the main-motor connector on the DC controller PCA (location J98) **3.** Replace the main motor. **4.** Replace the DC controller PCA.
59.4 EP MOTOR ROTATION ERROR (LJ 4300 only)	The print-cartridge drive motor (LJ 4300 only) is not functioning correctly.	**1.** Turn the printer off and then on. **2.** Replace the print cartridge. **3.** Reconnect the EP-motor connector on the DC controller PCA (location J86). **4.** Replace the EP motor. **5.** Replace the DC controller PCA.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
60.2 PRINTER ERROR	The tray 2 lifter-motor is not functioning.	**1.** Turn the printer off and then on. **2.** If the error persists. turn the printer off. **3.** Verify that the tray 2 lifter connector is full seated in its connector on the DC controller PCA (location J93). **4.** Replace the tray 2 lifter-driver assembly. **5.** Replace the DC controller PCA.
60.3 TRAY 3 LIFTER MOTOR FAILURE	The tray 3 lifter-motor is not functioning. Tray 3 can be a 500-sheet feeder or 1,500-sheet feeder accessory.	**1.** Turn the printer off and then on. **2.** If the error persists, turn the printer off. **3.** Verify that the tray 3 lifter connector is fully seated in its connector on the sheet feeder PCA. **4.** Replace the tray 3 lifter-driver assembly. **5.** Replace the tray 3 feeder controller PCA.
60.4 TRAY 4 LIFTER MOTOR FAILURE	The tray 4 lifter-motor is not functioning. Tray 4 can be a 500-sheet feeder or 1,500-sheet feeder accessory.	**1.** Turn the printer off and then on. **2.** If the error persists, turn the printer off. **3.** Verify that the tray 4 lifter connector is fully seated in its connector on the sheet feeder PCA. **4.** Replace the tray 4 lifter assembly. **5.** Replace the tray 4 feeder controller PCA.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
62 NO SYSTEM To continue turn off then on	No system (firmware image) was found.	**1.** Turn the printer off and then on. **2.** Reseat the firmware DIMM, in slot J1. **3.** Replace the firmware DIMM. **4.** Replace the formatter assembly.
64 PRINTER ERROR For help press ? alternates with 64 PRINTER ERROR To continue turn off then on	A scan-buffer error has occurred.	**1.** Turn the printer off and then on. **2.** If the message persists, replace the formatter assembly.
66.00.15 EXTERNAL DEVICE FAILURE **Note**: The stacker or stapler/stacker LED is off	The stacker or stapler/stacker was removed and then replaced while the printer power was on.	**1.** Turn the printer power off. **2.** Verify that the stacker or stapler/stacker is installed correctly. **3.** Turn the printer power on.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
66.12.XX OUTPUT DEVICE FAILURE For help press ? **Note**: The stacker or stapler/stacker LED is continuously illuminated in amber.	A stacker or stapler/stacker error has occurred. **XX Description** 01 output-lift roller or paddle motor error 02 jogger-motor error 03 stapler-motor error	1. Press the HELP button for detailed information. 2. Press the UP ARROW button and the DOWN ARROW button to step through the instructions. 3. Turn the power off. 4. Verify that the stapler/stacker is installed correctly and that its electrical connector is seated in the connector on the printer. 5. Turn the power on. 6. If the error 66.12.03 persists, replace the stapler unit. 7. If other errors messages persist, replace the stacker or stapler/stacker.
68.X PERMANENT STORAGE ERROR For help press ? alternates with 68.X PERMANENT STORAGE ERROR To continue press 	One or more printer settings that were saved in the nonvolatile storage device are invalid and have been reset to factory defaults. Pressing the SELECT button should clear the message. Printing can continue, but might not behave as unexpected, because of the changed settings. **X Description** 0 onboard NVRAM 1 flash DIMM or hard drive	1. Press the SELECT button to continue. 2. Turn the printer off and then on. 3. Check the printer settings to determine which settings have been changed. 4. Perform an NVRAM initialization. 5. Replace the formatter assembly.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
68.X PERMANENT STORAGE FULL For help press ? alternates with 68.X PERMANENT STORAGE FULL To continue press ✓	A nonvolatile storage device is full. Pressing the SELECT button should clear the message. Printing can continue, but might not behave as unexpected, because of the changed settings. **X Description** 0 onboard NVRAM 1 flash DIMM or hard drive	**1.** Press the SELECT button to continue. **2.** For 68.0 errors, turn the printer off and then on. **3.** If a 68.0 error persists, Initialize NVRAM. **4.** For 68.1 errors, use the HP Web Jetadmin software to delete files from the disk drive. **5.** If this error message persists, replace the formatter assembly. **6.** If the 68.1 error persists, reinitialize the hard disk. **7.** If the 68.1 error persists, replace the disk.
68.X PERMANENT STORAGE WRITE FAIL To continue press ✓	A nonvolatile storage device is failing to write. Pressing the SELECT button should clear the message. Printing can continue, but might not behave as unexpected, because of the changed settings. **X Description** 0 onboard NVRAM 1 removable disk (flash or hard)	**1.** Press the SELECT button to continue. **2.** Turn the printer off and then back on. **3.** If the 68.0 error persists, initialize the NVRAM. **4.** If this error message persists, replace the formatter assembly. **5.** For a 68.1 error message reinitialize the hard disk. **6.** If the 68.1 error persists, replace the disk.
69.X PRINTER ERROR To continue turn off then on	The optional duplexer is not functioning.	**1.** Remove the duplexer. **2.** Turn the printer off and then on. **3.** Replace the duplexer. **4.** If the error persists, replace the duplexer.

Table 2-19 Numerical error messages (continued) (LJ 4200/4300)

Message	Description	Action
79.XXXX PRINTER ERROR To continue turn off then on	A critical hardware error has occurred.	**1.** Turn the printer off and then on. **2.** If the error persists, reseat the firmware DIMM. **3.** Reseat the formatter. **4.** Go to htpp://www.hp.com/support/LJ4200 or htpp://www.hp.com/support/LJ4300. Select *Download Drivers and Software*. Check for the latest firmware image version at the bottom of the page. If this firmware image is newer than the one installed on your printer and your printer can receive a firmware update, download the newer firmware upgrade. Not all HP LaserJet 4200/4300 printers can receive firmware upgrades. **5.** Replace the formatter. **6.** Replace the firmware DIMM.
8X.YYYY EIO ERROR	The EIO accessory card in slot *X* has encountered a critical error.	**1.** Turn the printer off and then on. **2.** If the problem persists, reseat the EIO card. **3.** Replace the EIO card. **4.** Replace the formatter assembly.

Alphabetical error messages (LJ 5000)

Table 2-20 Alphabetical error messages (LJ 5000)

Message	Cause	Solution
ACCESS DENIED MENUS LOCKED	The Control Panel function you are trying to access has been locked by the network administrator to prevent unauthorized access.	Ask the network administrator to unlock the function.
BAD DUPLEXER CONNECTION	The Duplexer or optional tray(s) is not connected correctly.	**1.** Reinstall the duplexer or optional tray(s). **2.** If the message persists make sure that the duplexer or optional tray(s) is connected and the connector is not damaged. **3.** Replace the Duplexer or optional tray(s).
BAD OPT TRAY CONNECTION	The optional tray is not connected correctly.	**1.** Reinstall the optional tray. **2.** Make sure that the optional tray is connected and the connector is not damaged. **3.** Replace the optional tray.
CANNOT DUPLEX REAR BIN OPEN	The printer cannot duplex because the rear output bin is open.	Close the rear output bin.
CHECK INPUT DEVICE alternates with PAPER PATH OPEN PLEASE CLOSE IT	The optional input tray cannot feed paper to the printer because a door or tray is open.	**1.** Check the doors and trays. **2.** If the doors and trays are closed, check the tabs and sensor levers in the tray for proper operation. Replace any defective tabs or sensors. **3.** Replace the PCA Controller in the feeder.
CHOSEN LANGUAGE NOT AVAILABLE	A print job requested a printer language that does not exist in the printer. The job will not print and will be cleared from memory.	**1.** Print the job using a driver for a different printer language, or add the requested language to the printer (if available). **2.** Press Go to continue.

Table 2-20 Alphabetical error messages (continued) (LJ 5000)

Message	Cause	Solution
DISK DEVICE FAILURE	The EIO disk had a critical failure and can no longer be used.	Reseat the EIO device or replace it with a new one.
DISK FILE OPERATION FAILED	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a non-existent directory.	**1.** Check the filename and directory name. **2.** Retry the task.
DISK FILE SYSTEM IS FULL	The disk is full.	**1.** Delete files from the EIO disk and then try again, or add a flash DIMM. **2.** Download or delete files from HP JetAdmin, and download or delete fonts from HP FontSmart. (See the software help for more information.)
DISK IS WRITE PROTECTED	The EIO disk is protected, and no new files can be written to it.	Disable the write protection through HP JetAdmin.
FLASH DEVICE FAILURE	The flash DIMM had a critical failure and no longer can be used.	Remove the flash DIMM and replace it with a new one.
FLASH FILE OPERATION FAILED	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a non-existent directory.	Remove the flash DIMM and replace it with a new one.
FLASH FILE SYSTEM IS FULL	The flash DIMM is full.	**1.** Delete files from the flash DIMM or add another DIMM. **2.** Download or delete files from HP JetAdmin, and download or delete fonts from HP FontSmart. (See the software help for more information.)
FLASH IS WRITE PROTECTED	The flash DIMM is protected, and no new files can be written to it.	Disable the write protection through HP JetAdmin.

Table 2-20 Alphabetical error messages (continued) (LJ 5000)

Message	Cause	Solution
INITIALIZING	If the message displays continually a DIMM may not be inserted completely.	Reseat the DIMM(s).
INPUT DEVICE CONDITION XX.YY	An input paper-handling device needs attention before printing can resume. 1st X= Device number in chain. 2nd X= Device type (3 types): 1 Input 2 Output 3 Stapler/ stacker unit yy= Device specific error.	See the documentation that came with the paper handling device for assistance.
INSTALL FRONT DUPLEX COVER	The printer is unable to print the current job, because the duplexer's front cover is not installed, or not inserted correctly.	Reinsert the duplexer's front cover.
INSTALL TRAY X	The printer is unable to print the current job because the specified tray (x) is open or not inserted correctly.	**1.** Reinsert the specified tray. **2.** Check for damaged tabs in the tray. **3.** Check for damaged switches in the printer. **4.** Replace the PCA Controller in the feeder.
LOADING PROGRAM <NUMBER> alternates with DO NOT POWER OFF	Programs and fonts can be stored on the printer's file system. When the printer is turned on, program and fonts are loaded into RAM. The <number> specifies a sequence number indicating the current program or font being loaded.	Wait for the program to load.
MANUALLY FEED [TYPE] [SIZE]	One of the following occurred: ● A manual feed was requested. ● There is no paper in Tray 1. ● The wrong size of paper is loaded. ● The control panel is not set for the kind of paper loaded.	**1.** Load the requested paper into Tray 1. **2.** Press Go if the desired paper is already loaded in Tray 1. **3.** Press -Value+ to scroll through the available types and sizes. **4.** Press Select to accept the alternate type or size.

Table 2-20 Alphabetical error messages (continued) (LJ 5000)

Message	Cause	Solution
MEMORY FULL STORED DATA LOST	There is no available memory in the printer. The current job might not print correctly and some resources (such as downloaded fonts or macros) might have been deleted.	The customer might want to add more memory to the printer, or simplify the print job.
MEMORY SETTINGS CHANGED	Memory settings in the printer changed because it did not have enough memory to use the previous settings for I/O buffering and resource saving. This usually occurs after removing memory from the printer, adding a duplexer, or adding a printer language.	You might want to change memory settings for I/O Buffering and Resource Saving (although default settings are usually best) or add more memory to the printer.
MEMORY SHORTAGE JOB CLEARED	The printer did not have enough free memory to print the entire job. The remainder of the job will not print and will be cleared from memory.	**1.** Press Go to continue. **2.** Change the resource saving setting from the printer's control panel or add more memory to the printer.
MEMORY SHORTAGE PAGE SIMPLIFIED	The printer had to compress the job in order to fit it in available memory. Some data loss might have occurred.	Press Go to continue. (The customer might want to add more memory to the printer.)
OFFLINE	The printer is offline.	Press Go to bring the printer online.
PERFORM PRINTER MAINTENANCE	To ensure optimum print quality, the printer prompts the customer to have routine maintenance performed every 150,000 pages.	Install the printer maintenance kit. Be sure to reset the maintenance page count when you install the kit.
RAM DISK DEVICE FAILURE	The RAM disk had a critical failure and can no longer be used.	**1.** Turn the printer off, and then turn the printer on to clear the message. **2.** If the message persists, install a new RAM disk.

Table 2-20 Alphabetical error messages (continued) (LJ 5000)

Message	Cause	Solution
RAM DISK FILE OPERATION FAILED	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a non-existent directory.	**1.** Check the filename and directory name. **2.** Retry the task.
RAM DISK FILE SYSTEM IS FULL	The RAM disk is full.	**1.** Delete files and then try again, or turn the printer off, and then turn the printer on to delete all files on the device. (Delete files using HP JetAdmin, HP FontSmart, or another software utility. See the software help for more information.) **2.** If the message persists, increase the size of the RAM disk. Change the RAM disk size from the configuration menu in the printer's control panel.
RAM DISK IS WRITE PROTECTED	The RAM disk is protected, and no new files can be written to it.	Disable the write protection through HP JetAdmin.
TRAY X EMPTY	The specified tray is empty, but the current job does not need this tray in order to print correctly. If this message appears and the tray contains paper, a sensor could be damaged. ● PS301 detects paper in Tray 2. ● PS401 detects paper in Tray 1. ● PS1601 detects paper in the optional 250-sheet feeder. ● PS2001 detects paper in the optional 500-sheet feeder.	**1.** Load the empty tray (X) to clear the message. If you do not load the specified tray, the printer will continue printing from the next available tray, and the message will continue to appear. **2.** Inspect the tray for damaged tabs. **3.** Check sensor arm flags for damage and be sure they move freely. **4.** Replace any defective sensors.

Table 2-20 Alphabetical error messages (continued) (LJ 5000)

Message	Cause	Solution
TRAY X LOAD [TYPE] [SIZE]	One of the following occurred: • There is no paper loaded in the specified tray, or the paper is not the size requested, or the control panel is not set for the size of paper loaded. • The tray is not correctly adjusted for size. • The default paper size is set incorrectly. **Note** If this message appears and the tray contains the correct size of paper, a sensor could be damaged or a paper sensor lever could be stuck.	**1.** Load the requested paper into the specified tray (X). Make sure that the trays are correctly adjusted for size. The size displayed on the front of the paper tray must match the size of paper loaded in the tray. The tray type settings (and size for Tray 1) must be set from the printer's control panel. If you are trying to print A4 or letter size paper, and this message appears, make sure the default paper size is set correctly from the Printing Menu in the printer's Control Panel. **2.** Press Go to print from the next available tray. **3.** Press -Value+ to scroll through the available types and sizes. **4.** Press Select to accept the alternate type or size. **5.** Inspect the switches in the tray. **6.** Turn the printer on with the tray removed and push the switches by hand to see if they register.
UNSUPPORTED SIZE IN TRAY [YY]	An external paper handling device detected an unsupported paper size. The printer will go offline until the condition is corrected.	Load a supported paper size in the tray.
USE [TYPE] [SIZE] INSTEAD?	If the requested paper size or type is not available, the printer prompts the user for input.	**1.** Press -Value+ to scroll through the available types and sizes. **2.** Press Select to accept the alternate type or size.

Table 2-20 Alphabetical error messages (continued) (LJ 5000)

Message	Cause	Solution
WAIT FOR PRINTER TO REINITIALIZE	The RAM disk setting has been changed from the printer's control panel. This change will not take effect until the printer re initializes.	Wait for the printer to reinitialize.

Numerical error messages (LJ 5000)

Table 2-21 Numerical error messages (LJ 5000)

Message	Cause	Solution
13.X PAPER JAM [LOCATION]	Paper is jammed at the specified location (and possibly at other locations). If the message persists after all jams have been cleared, a sensor might be stuck or broken.	For all paper jam messages, do the following: **1.** Remove jammed paper from the specified location. Check the entire paper path for other pieces of paper in the path. **2.** Open and close the top cover to clear the message. **3.** Check sensors and flags in the paper path for proper operation.
13.1 PAPER JAM	Paper delay jam at paper feed area.	For 13.1 and 13.2: **1.** Make sure that paper trays are loaded correctly so that the printer can feed paper. **2.** Check the input area for obstructions such as paper in the path, damage to the registration assembly, or the transfer roller out of place. **3.** Check PS402 and PS403 for proper operation. Replace any defective sensors or flags.
13.2 PAPER JAM	Paper stopped jam at paper feed area.	
13.5 PAPER JAM	Paper delay jam at Fuser.	For 13.5 and 13.6: **1.** Check the transfer roller and small media belt to ensure they are operating and can feed paper. **2.** Check the paper path for obstructions at the transfer roller and toner cartridge, at the paper feed guide, and at the Fuser. **3.** Check PS1307 for proper operation. Replace any defective sensors or flags.
13.6 PAPER JAM	Paper stopped jam at Fuser.	

Table 2-21 Numerical error messages (continued) (LJ 5000)

Message	Cause	Solution
13.10 PAPER JAM	Paper delay jam at paper reversing area. Paper jam at duplexer.	**1.** Check the duplexer and the rear area of the printer for obstructions or damage. **2.** Check PS1701 and PS1703 in the duplexer for proper operation. Replace the duplexer if a sensor is defective.
13.20 PAPER JAM	Paper stopped jam in the paper path.	For 13.20 and 13.21: **1.** Check the entire paper path for obstructions such as paper in the path, registration area, transfer area, paper feed area, and fuser. **2.** Check that all assemblies are seated and doors are closed. **3.** Check all sensors and flags in the paper path.
13.21 PAPER JAM	Top door opened while printing.	
20 INSUFFICIENT MEMORY alternates with PRESS GO TO CONTINUE	The printer received more data than can fit in its available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics.	Press Go to print the transferred data (some data might be lost), and then simplify the print job or install additional memory.
21 PAGE TOO COMPLEX alternates with PRESS GO TO CONTINUE	The data (dense text, rules, raster or vector graphics) sent to the printer was too complex.	Press Go to print the transferred data. (Some data might be lost.) To print the job without losing data, in the configuration menu in the printer control panel, set PAGE PROTECT=ON, print the job, then return PAGE PROTECT=AUTO. Do not leave PAGE PROTECT=ON; it might degrade performance. If this message appears often, simplify the print job.
22 EIO X BUFFER OVERFLOW alternates with PRESS GO TO CONTINUE	Too much data was sent to the EIO card in the specified slot (x).	Press Go to clear the message. (Data will be lost.)

Table 2-21 Numerical error messages (continued) (LJ 5000)

Message	Cause	Solution
22 PARALLEL I/O BUFFER OVERFLOW alternates with PRESS GO TO CONTINUE	Too much data was sent to the parallel port. This error can occur if the driver you are using is not IEEE-1284 compliant. For best results, use an HP driver that came with the printer.	Check for a loose cable connection and be sure to use a high-quality cable. (Some non-HP parallel cables might be missing pin connections, or might otherwise not conform to the IEEE-1284 specification.) Press Go to clear the error message. (Data will be lost.)
22 SERIAL I/O BUFFER OVERFLOW alternates with PRESS GO TO CONTINUE	Too much data was sent to the serial port.	**1.** Make sure that the correct serial pacing option is selected from the I/O menu in the printer's control panel. **2.** Print a menu map and verify that the serial pacing item (from the I/O menu in the printer's control panel) matches the setting on the computer. **3.** Press Go to clear the error message. (Data will be lost.)
40 BAD SERIAL TRANSMISSION alternates with PRESS GO TO CONTINUE	The printer encountered an error while transferring data from the computer. The error might have occurred for several reasons: ● The computer was turned on or off while the printer was online. ● The printer's serial configuration does not match that of the computer.	**1.** Verify cable connections. Make sure the printer's serial configuration is set the same as the computer from the I/O menu in the printer's control panel. **2.** The serial baud rate setting can be accessed from the I/O menu in the printer's control panel. **3.** Press Go to clear the error message and continue printing.
40 EIO X BAD TRANSMISSION alternates with PRESS GO TO CONTINUE	The connection has been broken between the printer and the EIO card in the specified slot. X Description 1 EIO Slot 1 2 EIO Slot 2	**1.** Turn the printer off and reseat the card. **2.** Press Go to clear the error message and continue printing.

Table 2-21 Numerical error messages (continued) (LJ 5000)

Message	Cause	Solution
41.3 UNEXPECTED PAPER SIZE	The paper size you are trying to print is not the same as the settings for the tray.	**1.** Make sure that all trays are correctly adjusted for size.The size shown on the front of the paper tray must match the size of paper loaded in the tray. (The printer will continue trying to print the job until size settings are correct.) If you are trying to print from Tray 1, make sure the control panel setting for paper size is correctly configured. **2.** Press Go. The page containing the error will automatically be reprinted. (Or, you might want to press Cancel Job to clear the job from the printer's memory.)
41.X PRINTER ERROR alternates with PRESS GO TO CONTINUE	A temporary printing error occurred. **X Description** 1 Unknown misprint error. 2 Beam detect error. 3 See 41.3 4 No VSYNC error. 5 Media feed error. 9 Noise VSREQ error.	Press Go. The page containing the error will automatically be reprinted. If the error persists: **1.** Reseat the connections to the Laser Scanner and the Engine Controller Board. **2.** Replace the Laser Scanner. **3.** Replace the Engine Controller Board.
50.X FUSER ERROR	A fuser error has occurred. **X Description** 1 Low fuser temperature. 2 Fuser warm up service. 3 High fuser temperature. 4 Low/bad line voltage. (The printer is hooked up to an uninterrupted power supply (UPS). 5 Inconsistent Fuser.	**1.** Turn the printer off for a minimum of 20 minutes to clear the error. **2.** Reseat the fuser. **3.** Turn the power off and remove the fuser. Check continuity between connectors J1307-1 and J1307-2. If there is no continuity, replace the fuser. **4.** Check continuity between connectors J1308-3 and J1308-1 with the fuser removed. If there is no continuity, replace the fuser.

Table 2-21 Numerical error messages (continued) (LJ 5000)

Message	Cause	Solution
50.4 FUSER ERROR		**1.** Move printer to another power source. **2.** Remove printer from uninterrupted power supply (UPS).
51.X PRINTER ERROR	A loss of beam detect occurred. **X Description** 1 Beam detect error 2 Laser error	**1.** Press Go. The page containing the error will automatically be reprinted. **2.** Turn the printer off and then on. **3.** Reseat the cables. **4.** Replace the laser/scanner.
52.X PRINTER ERROR	The Laser Scanner speed is incorrect. **X Description** 1 Scanner start-up error 2 Scanner rotation error	**1.** Press Go. The page containing the error will automatically be reprinted. **2.** Turn the printer off and then on. **3.** Reseat the cables. **4.** Replace the laser/scanner.

Table 2-21 Numerical error messages (continued) (LJ 5000)

Message	Cause	Solution
53.XY.ZZ PRINTER ERROR	There is a memory error with an accessory. The DIMM that caused the error will not be used. Values of x, y, and zz are as follows: x=DIMM type 0=ROM 1=RAM y=Device location 0=internal memory (ROM or RAM) 1 to 3=DIMM slots 1, 2, or 3 zz=Error number 0=Unsupported memory 1=Unrecognized memory 2=Unsupported memory size 3=Failed RAM test 4=Exceeded maximum RAM size 5=Exceeded maximum ROM size 6=Invalid DIMM speed 7=DIMM reporting information incorrectly 8=DIMM RAM parity error 9=ROM needs to be mapped to an unsupported address 10=DIMM address conflict 11=PDC XROM out of bounds 12=Unable to make a temporary mapping	**1.** Turn the printer off, and reseat or replace the specified DIMM. **2.** Try the DIMM in another slot. **3.** Replace the DIMM that caused the error.

Table 2-21 Numerical error messages (continued) (LJ 5000)

Message	Cause	Solution
55 PRINTER ERROR alternates with PRESS GO TO CONTINUE	An internal communication error occurred.	**1.** Press Go. The page containing the error will automatically be reprinted. **2.** Check power at the site. **3.** Replace the formatter PCA. **4.** Replace the DC Controller.
56.X PRINTER ERROR alternates with CYCLE POWER TO CONTINUE	A temporary printing error occurred. **X Description** 1 Illegal input or bad accessory connection 2 Illegal output	**1.** Press Go. The page containing the error will automatically be reprinted. **2.** Turn the printer off, and then turn the printer on. **3.** Check the printer's configuration. **4.** Verify accessory connections.
57.X PRINTER ERROR	An error occurred with the Fan's motor. **X Description** 1 Printer Fan	**1.** Check the Fan's connector and make sure the Fan is not blocked. **2.** Replace the Fan.
59.X PRINTER ERROR	A motor error occurred. **X Description** 0 Motor error. 1 Motor start-up error. 2 Motor rotation error.	**1.** Turn the printer off, and then turn the printer on. **2.** Make sure the Fuser or Toner Cartridge is not hindering movement of gears in the drive train. **3.** Check the Main Motor's cable to ensure that it is seated correctly. **4.** If the error persists, replace the Motor.
62.X PRINTER ERROR	There is a problem with the printer memory. The x value refers to the location of the problem: 0 = Internal memory 1 to 3 = DIMM slots 1, 2, or 3	Reseat or replace the specified DIMM.
64.X PRINTER ERROR	A scan buffer error occurred.	**1.** Turn the printer off, and then turn the printer on. **2.** Replace the Formatter PCA.

Table 2-21 Numerical error messages (continued) (LJ 5000)

Message	Cause	Solution
66.XX.YY INPUT DEVICE FAILURE alternates with CHECK CABLES AND CYCLE POWER	An error occurred in an external paper handling device. 1st X= Device number in chain. 2nd X= Device type (3 types): 1 Input 2 Output 3 Stapler/ stacker unit yy= Device specific error.	Press Go to clear the message. If the message will not clear: **1.** Turn the printer off, and then turn the printer on. **2.** Check all cables. **3.** Reseat the external paper handling device.
68 NVRAM ERROR CHECK SETTINGS	An error occurred in the printer's nonvolatile memory (NVRAM) and one or more printer settings has been reset to its factory default.	**1.** Print a configuration page and check the printer settings to determine which values have changed. **2.** Hold down Cancel Job while turning the printer on. This will clean up the NVRAM by removing old areas that are not being used.
68 NVRAM FULL CHECK SETTINGS	An error occurred in the nonvolatile memory (NVRAM) and one or more printer settings has been reset to its factory default.	**1.** Print a configuration page and check the printer settings to determine which values have changed. **2.** Hold down Cancel Job while turning the printer on.
69.X PRINTER ERROR	A temporary printing error occurred. **X Description** 0 The duplex mechanism has failed. 1 The duplex side adjust has failed.	**1.** Turn the printer off, and then turn the printer on. **2.** Reseat the duplexer.

Table 2-21 Numerical error messages (continued) (LJ 5000)

Message	Cause	Solution
79.XXXX PRINTER ERROR	The printer detected an error. The numbers (xxxx) indicate the specific type of error.	**1.** Turn the printer off, and then turn the printer on. **2.** Try printing a job from a different software program. If the job prints, try printing a different file from the first program. (If the message only appears with a certain software program or print job, have the customer contact the software vendor for assistance.) If the message persists, try the following: **1.** Turn the printer power off, and then on. **2.** Reseat or replace the interface cable and cycle power. **3.** Remove the DIMMs one at a time and cycle power. **4.** Try using the parallel interface, if possible. **5.** With the EIO cards removed from the printer, perform a cold reset. **6.** If the error persists, replace the formatter.

Table 2-21 Numerical error messages (continued) (LJ 5000)

Message	Cause	Solution
8X.YYYY	The EIO accessory in slot x has encountered a critical error as specified by yyyy. **X Description** 1 EIO slot 1 - The printer detected an error with the EIO card. 2 EIO slot 2 - The printer detected an error with the EIO card. 6 EIO slot 1 - The EIO card detected an error. The EIO card might be defective. 7 EIO slot 2 - The EIO card detected an error. The EIO card might be defective.	1. Turn the printer off, and then turn the printer on. 2. Reseat or replace the EIO board.

Table 2-22 Alphabetical/numerical error messages (LJ 5100)

Message	Solution
ACCESS DENIED MENUS LOCKED	The printer control panel function you are trying to use has been locked to prevent unauthorized access. See the network administrator.
BAD DUPLEXER CONNECTION	The duplexer is not connected correctly. Reinstall the duplexer.
CHECK INPUT DEVICE alternates with PAPER PATH OPEN PLEASE CLOSE IT	The optional input tray cannot feed paper to the printer because a door or paper guide is open, or the paper path is blocked. Check the doors, trays, and paper guides.
CHECKING PAPER PATH	The engine has activated its rollers to check for possible paper jams.
CHOSEN LANGUAGE NOT AVAILABLE	A print job requested a printer language that does not exist in the printer. The job will not print and will be cleared from memory. Print the job using a driver for a different printer language, or add the requested language to the printer, if it is available. **Note:** PostScript is not available for the HP LaserJet 5100Le printer. Press Go to continue.
CLOSE TOP COVER	The top cover is open and must be closed in order for printing to continue.
DISK DEVICE FAILURE	The EIO disk had a critical failure and can no longer be used. Remove the EIO disk and replace it with a new one.
DISK FILE OPERATION FAILED	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a nonexistent directory.
DISK FILE SYSTEM IS FULL	Delete files from the EIO disk and then try again, or add a flash DIMM. Download or delete files from HP Jetdirect, and download or delete fonts. (See the printer software help for more information.)
DISK IS WRITE PROTECTED	The EIO disk is protected, and no new files can be written to it. Disable the write protection through HP Jetdirect.

Table 2-22 Alphabetical/numerical error messages (continued) (LJ 5100)

Message	Solution
EIO n NOT FUNCTIONAL	The EIO network card is not working correctly. Reseat the EIO accessory. If the message continues, replace it with a new EIO accessory.
EIO n DISK INITIALIZING	The disk accessory card takes a long time to initialize. The first parameter is the accessory slot number for this disk accessory card.
EIO n DISK NOT FUNCTIONAL	The EIO disk is not working correctly. Remove the EIO disk from the slot indicated. Reseat the EIO disk. If the message continues, install a new EIO disk.
EIO n INITIALIZING alternates with DO NOT POWER OFF	Wait for the message to disappear (approximately 5 minutes). If the printer EIO card is operating correctly and communicating with the network, this message disappears after approximately one minute and no action is required. If the EIO card is unable to communicate with the network, this message remains for five minutes and then disappears. In this case the printer is not communicating with the network (even though the message is no longer present). The problem might be a bad EIO card, a bad cable or connection on the network, or a network problem. Contact the network administrator.
EIO n DISK SPINNING UP	The disk accessory card takes a moment to “spin up.” The first parameter is the accessory slot number for this accessory card.
FLASH n INITIALIZING alternates with DO NOT POWER OFF	The flash DIMM can take a long time to initialize the first time that it is used.
FLASH DEVICE FAILURE	The flash DIMM had a critical failure and no longer can be used. Remove the flash DIMM and replace it with a new one.
FLASH FILE OPERATION FAILED	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a non-existent directory.
FLASH FILE SYSTEM IS FULL	Delete files from the flash DIMM or add another one. Download or delete files using HP Jetdirect, and download or delete fonts. (See the software help for more information.)
FLASH IS WRITE PROTECTED	The flash DIMM is protected, and no new files can be written to it. Disable the write protection through HP Jetdirect.

Table 2-22 Alphabetical/numerical error messages (continued) (LJ 5100)

Message	Solution
INPUT DEVICE CONDITION xx.yy	An input paper-handling device has a condition that needs attention before printing can resume. For assistance, see the documentation that came with the paper-handling device.
INSTALL TONER CARTRIDGE	The toner cartridge has been removed and must be replaced for printing to continue.
INSTALL TRAY x	The printer is unable to print the current job, because the specified tray (x) is open or not inserted correctly. Close the specified tray.
LOADING PROGRAM <number> alternates with DO NOT POWER OFF	Programs and fonts can be stored on the printer file system. At startup, these entities are loaded into RAM. (These entities can take a long time to load into RAM depending on the size and number of entities being loaded.) The <number> specifies a sequence number that indicates that the current program is being loaded.
MANUALLY FEED [TYPE] [SIZE]	Load the requested print media into Tray 1. Press GO if the media you want is already loaded in Tray 1. Press -VALUE+ to scroll through the available types and sizes. Press SELECT to accept an alternative type or size.
MEMORY FULL STORED DATA LOST	No memory is available in the printer. The current job might not print correctly and some resources (such as downloaded fonts or macros) might have been deleted. You might want to add more memory to the printer.
MEMORY SETTINGS CHANGED	The printer changed its memory settings because it did not have enough memory to use the previous settings for I/O buffering and resource saving. This usually occurs after memory is removed from the printer, a duplexer is added, or a printer language is added. You might want to change memory settings for I/O buffering and resource saving (although default settings are usually best) or add more memory to the printer.
MEMORY SHORTAGE JOB CLEARED	The printer did not have enough free memory to print the entire job. The remainder of the job will not print and will be cleared from memory. Press [GO] to continue. Change the resource saving setting from the printer control panel or add more memory to the printer.

Table 2-22 Alphabetical/numerical error messages (continued) (LJ 5100)

Message	Solution
MEMORY SHORTAGE PAGE SIMPLIFIED	The printer had to compress the job in order to fit it in available memory. Some data loss might have occurred. Press Go to continue. You might want to add more memory to the printer.
MOPY PAGE TOO COMPLEX alternates with PRESS GO TO CONTINUE	The data (dense text, rules, raster or vector graphics) sent to the printer was too complex. Press Go to print the transferred data. (Some data might be lost.) If this message appears often, simplify the print job.
OFFLINE	Press Go to bring the printer online.
OUTPUT BIN FULL	The output bin is full and needs to be emptied.
PERFORM PRINTER MAINTENANCE	Purchase a printer maintenance kit and install the new parts.
RAM DISK DEVICE FAILURE	The RAM disk had a critical failure and can no longer be used. Turn the printer off, and then turn the printer on to clear the message.
RAM DISK FILE OPERATION FAILED	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a non-existent directory.
RAM DISK FILE SYSTEM IS FULL	Delete files and then try again to print, or turn the printer off and then turn the printer back on to delete all files. (Use HP Jetdirect to delete the files, or user another software utility. See the software help for more information.) If the message persists, increase the amount of RAM installed in the printer and the size of the RAM disk. Change the RAM disk size from the printer control panel configuration menu.
RESEND UPGRADE	An error exists in the printer's flash firmware. Resend a valid firmware image.
TRAY x EMPTY	Load media into the empty tray (x) to clear the message. If you do not load media into the specified tray, the printer continues to print from the next available tray, and the message continues to appear.

Table 2-22 Alphabetical/numerical error messages (continued) (LJ 5100)

Message	Solution
TRAY x LOAD [TYPE] [SIZE]	Load the requested print media into the specified tray (x). Make sure that the trays are correctly adjusted for size. The size that is shown on the front of the media tray must match the size of the print media loaded in the tray. The tray type settings (and the size for Tray 1) must be set at the printer control panel. If you are trying to print A4- or letter-sized paper and this message appears, make sure that the default paper size is set correctly from printers control panel printing menu. Press GO to print from the next available tray. Press -VALUE+ to scroll through the available types and sizes. Press SELECT to accept an alternative type or size.
UNABLE TO STORE JOB	A job cannot be stored on the printer because of memory limitations or the file system configuration.
USE [TYPE] [SIZE] INSTEAD?	If the requested paper size or type is not available, then the printer prompts the user for input. Press -VALUE+ to scroll through the available types and sizes. Press SELECT to accept an alternative type or size.
WAIT FOR PRINTER TO REINITIALIZE	The RAM disk setting has been changed at the printer control panel. This change will not take effect until the printer reinitializes.
XX.YY PRINTER ERROR PRESS GO TO CONTINUE	A printer error has occurred that can be cleared by pressing [GO] in the printer control panel.
13.1 PAPER JAM or 13.2 PAPER JAM	• The event log message for a paper-delay jam at the paper feed area is 13.1. • The event log message for a paper-stopped jam at the paper feed area is 13.2. **1.** Make sure that paper trays are loaded correctly so that media can feed from the tray. **2.** Check the input area for obstructions, such as print media in the path, damage to the registration assembly, or an out-of-place transfer roller. **3.** Check PS402 and PS403 for correct operation. Replace any defective sensors or flags.

Table 2-22 Alphabetical/numerical error messages (continued) (LJ 5100)

Message	Solution
13.5 PAPER JAM or 13.6 PAPER JAM	• The event log message for a paper-delay jam at the fuser is 13.5. • The event log message for a paper-stopped jam at the fuser is 13.6. **1.** Check the transfer roller and the small media belt to ensure that they are operating and can feed media. **2.** Check the paper path for obstructions at the transfer roller and toner cartridge, at the paper-feed guide, and at the fuser. **3.** Check PS1306 for correct operation. Replace any defective sensors or flags.
13.10 PAPER JAM	The event log message for a paper-delay jam in the duplexer is 13.10. **1.** Check the duplexer and the rear area of the printer for obstructions or damage. **2.** Check PS1701 and PS1703 in the duplexer for correct operation. Replace the duplexer if a sensor is defective.
13.20 PAPER JAM or 13.21 PAPER JAM	• The event log message for a paper-stopped jam in the paper path is 13.20. • The event log message for a top door opened while printing jam is 13.21. **1.** Check the entire paper path for obstructions such as print media in the path, registration area, transfer area, paper feed, and fuser. **2.** Check that all of the assemblies are seated and that all of the doors are closed. **3.** Check all of the sensors and flags in the paper path.
20 INSUFFICIENT MEMORY alternates with PRESS GO TO CONTINUE	The printer received more data than can fit in its available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics. Press Go to print the transferred data (some data might be lost), then simplify the print job or install additional memory.
21 PAGE TOO COMPLEX alternates with PRESS GO TO CONTINUE	The data (dense text, rules, raster or vector graphics) sent to the printer was too complex. Press [Go] to print the transferred data. (Some data might be lost.) To print the job without losing data, from the configuration menu in the printer control panel, set PAGE PROTECT=ON and print the job. Leaving PAGE PROTECT=ON might degrade performance. If this message appears often, simplify the print job or leave PAGE PROTECT=ON.

Table 2-22 Alphabetical/numerical error messages (continued) (LJ 5100)

Message	Solution
22 EIO x BUFFER OVERFLOW alternates with PRESS GO TO CONTINUE	Too much data was sent to the EIO card in the specified slot (x). An improper communications protocol might be in use. Press Go to clear the message. (Data will be lost.) Check the host configuration. If the message persists, update the EIO firmware or replace the Jetdirect EIO card.
22 PARALLEL I/O BUFFER OVERFLOW alternates with PRESS GO TO CONTINUE	Too much data was sent to the parallel port. Check for a loose cable connection and be sure to use a high-quality cable. (Some non-HP parallel cables might be missing pin connections, or might otherwise not conform to the IEEE-1284 specification.) This error can occur if the driver you are using is not IEEE-1284 compliant. For best results, use an HP driver that came with the printer. Press Go to clear the error message. (Data will be lost.) If the message persists, change PARALLEL ADV COMMUNICATION to OFF and PARALLEL HIGHSPEED to NO in the I/O menu. Replace the formatter, if necessary.
40 EIO x BAD TRANSMISSION alternates with PRESS GO TO CONTINUE	The connection has been broken between the printer and the EIO card in the specified slot. Press Go to clear the error message and continue printing. If the message persists, replace the EIO card, and then replace the formatter, if necessary.

Table 2-22 Alphabetical/numerical error messages (continued) (LJ 5100)

Message	Solution
41.x PRINTER ERROR alternates with PRESS GO TO CONTINUE	A temporary printing error occurred because of electrical noise or an unexpected event. Press GO. The page that contains the error will automatically be reprinted. For regular 41.1, 41.4, and 41.9 errors, check for loose connections or other source of electrical noise (for example, grounding problems, input power). If the problem persists, replace the dc controller, and then replace the formatter, if necessary. For regular 41.2 errors (unexpected beam detect error), check the connections between the dc controller and the laser/scanner. If the problem persists, replace the laser/scanner, and then replace the dc controller, if necessary. For regular 41.3 errors, see 41.3 UNEXPECTED PAPER SIZE. For regular 41.5 errors (media feed error): **1.** Check for correct operation of PS402 (top-of-page sensor) and PS403 (registration sensor) flags. **2.** Paper might be arriving too soon at the registration sensor (PS403). Check for correct operation of the feed roller clutch (CL406) and replace it, if necessary. **3.** Replace the dc controller, if necessary.
41.3 UNEXPECTED PAPER SIZE	The paper size of the media on which you are trying to print is not the same as the settings for the tray. Make sure that all trays are correctly adjusted for size. The size that appears on the front of the paper tray must match the size of media loaded in the tray. (The printer will continue trying to print the job until the size settings are correct.) If you are trying to print from Tray 1, make sure that the printer control panel setting for paper size is correctly configured. After performing the actions above, press GO. The page that contains the error will automatically be reprinted. (Or, you might want to press CANCEL JOB to clear the job from the printer's memory.) If the problem persists: **1.** Make sure that only a single sheet of media is fed into the printer. If not, make sure that the tray settings are correct, that the media is loaded correctly, and that high-quality media is being used. **2.** If PS302 is defective, then the printer will post a 41.3 error to report narrower paper than expected. Replace PS302.

Table 2-22 Alphabetical/numerical error messages (continued) (LJ 5100)

Message	Solution
50.x FUSER ERROR	A fuser error has occurred: ● 50.1—low fuser temperature ● 50.2—fuser warm-up service ● 50.3—high fuser temperature ● 50.4—low/bad line voltage—the printer might be connected to an uninterrupted power supply (UPS) ● 50.5—unable to hold a consistent fuser temperature **1.** Turn the printer off for a minimum of 20 minutes to clear the error. **2.** For 50.4 errors, move the printer to another power source and disconnect it from any UPS supply. **3.** Reseat the fuser. **4.** Turn the power off and remove the fuser. Check the continuity between connectors J1307-1 and J1307-2. If the resistance is not in the range of 1 to 2.5 MΩ, then replace the fuser. **5.** Check continuity between connectors J1308-3 (callout 3) and J1308-1 (callout 4) with the fuser removed. If no continuity exists, replace the fuser. 6. If the problem persists, replace the power supply, and then replace the dc controller, if necessary.
51.x PRINTER ERROR	A beam-detect error occurred. **1.** Press Go. The page that contains the error will automatically be reprinted. **2.** Turn the printer off and then back on. **3.** Reseat the cables. **4.** Replace the laser/scanner.
52.x PRINTER ERROR	The laser/scanner speed is incorrect. **1.** Press Go. The page that contains the error will automatically be reprinted. **2.** Turn the printer off and then back on. **3.** Reseat the cables. **4.** Replace the laser/scanner.

Table 2-22 Alphabetical/numerical error messages (continued) (LJ 5100)

Message	Solution
53.xy.zz PRINTER ERROR	A problem exists in the printer's memory. The DIMM that caused the error will not be used. Values of x, y, and zz are as follows: x = DIMM type 0—ROM 1—RAM y = device location 0—internal memory (ROM or RAM) 1 to 4—DIMM slots 1, 2, 3, or 4 zz = error number 0—unsupported memory 1—unrecognized memory 2—unsupported memory size 3—failed RAM test 4—exceeded maximum RAM size 5—exceeded maximum ROM size 6—invalid DIMM speed 7—DIMM reporting information incorrectly 8—DIMM RAM parity error 9—ROM needs to be mapped to an unsupported address 10—DIMM address conflict 11—PDC XROM out of bounds 12—unable to make a temporary mapping **1.** Turn the printer off, and then reseat the specified DIMM. **2.** Try the DIMM in another slot. **3.** Replace the DIMM that caused the error.
55 PRINTER ERROR alternates with PRESS GO TO CONTINUE	An internal communication error occurred. **1.** Press Go. The page that contains the error will automatically be reprinted. **2.** Check the power at the site. **3.** Replace the formatter. **4.** Replace the dc controller.
56.x PRINTER ERROR alternates with CYCLE POWER TO CONTINUE	A temporary printing error occurred. x = description 1—illegal input or bad accessory connection 2—illegal output **1.** Press Go. The page that contains the error will automatically be reprinted. **2.** Turn the printer off, and then turn the printer back on. **3.** Check the printer configuration. **4.** Check the accessory connections.

Table 2-22 Alphabetical/numerical error messages (continued) (LJ 5100)

Message	Solution
57.x PRINTER ERROR	A temporary printing error occurred. x = description 1—printer fan **1.** Check the fan connector and make sure that the fan is not blocked. **2.** Replace the fan.
59.x PRINTER ERROR	A motor error occurred. x = description 0—motor error 2—motor start up error 3—motor rotation error **1.** Turn the printer off, and then turn the printer back on. **2.** Make sure that the fuser or toner cartridge does not hinder the movement of the gears in the drive train. **3.** Check the main motor cable to make sure that it is seated correctly. **4.** If the error persists, replace the motor, and then replace the dc controller, if necessary.
62.x PRINTER ERROR	A problem exists in the printer's memory. x= location 0—internal memory 1 to 4—DIMM slots 1, 2, 3, or 4 Reseat or replace the specified DIMM.
64.x PRINTER ERROR	A scan-buffer error occurred. **1.** Turn the printer off, and then turn the printer back on. **2.** If the problem persists, replace the formatter.
66.xy.zz INPUT DEVICE FAILURE alternates with CHECK CABLES AND CYCLE POWER	An error occurred in an external paper-handling device. x = device number in the chain y = device type 1—input 2—output 3—stapler/stacker zz = device-specific error **1.** Press Go to clear the message. If the message does not clear, go to step 2. **2.** Turn the printer off, and then turn the printer back on. **3.** Check all cables. **4.** Reseat the external paper-handling device.

Table 2-22 Alphabetical/numerical error messages (continued) (LJ 5100)

Message	Solution
68 NVRAM ERROR CHECK SETTINGS	An error occurred in the printer's nonvolatile memory (NVRAM) and one or more printer settings have been reset to the factory default. **1.** Print a configuration page and check the printer settings to determine which values have changed. **2.** Hold down CANCEL JOB while turning the printer on. This cleans up the NVRAM by removing old areas that are not being used. **3.** If the error persists, replace the formatter.
68 NVRAM FULL CHECK SETTINGS	The printer's nonvolatile memory (NVRAM) is full. Some settings might have been reset to the factory defaults. Print a configuration page and check the printer settings to determine which values have changed. Hold down CANCEL JOB while turning the printer on. This cleans up the NVRAM by removing old areas that are not being used.
69.x PRINTER ERROR	A temporary printing error occurred. x= description 0—the duplexer failed 1—the duplex side adjust failed **1.** Turn the printer off, and then turn the printer back on. **2.** Reseat the duplexer. **3.** If the problem persists, replace the duplexer.
79.xxxx PRINTER ERROR	The printer detected an error. The numbers (xxxx) indicate the specific type of error. Turn the printer off, and then turn the printer back on. Try printing a job from a different software application. If the job prints, go back to the first application and try printing a different file. (If the message only appears when you use a certain software application or print job, have the customer contact the software vendor for assistance.) If the message persists, try the following: **1.** Turn the printer power off, and then on. **2.** Reseat or replace the interface cable and cycle the power. **3.** Download the latest firmware image (if available—the firmware download is not available for some printers) from http://www.hp.com and use HP Jetdirect or another appropriate utility to update the printer. **4.** Remove the DIMMs one at a time and cycle the power. **5.** Try using the parallel interface, if possible. **6.** Remove the EIO cards from the printer and then perform a cold reset. **7.** If the error persists, replace the formatter.

Table 2-22 Alphabetical/numerical error messages (continued) (LJ 5100)

Message	Solution
8x.yyyy PRINTER ERROR	The EIO accessory in slot x has encountered a critical error as specified by yyyy. x= description 1—EIO slot 1: the printer detected an error with the EIO card. 2—EIO slot 2: the printer detected an error with the EIO card. 6—EIO slot 1: the EIO card detected an error. The EIO card might be defective. 7—EIO slot 2: the EIO card detected an error. The EIO card might be defective. **1.** Turn the printer off, and then turn the printer back on. **2.** Reseat, if necessary, or replace the EIO board.

Table 2-23 Alphabetical/numerical error messages (LJ 8150)

Message	Cause	Solution
13.1 PAPER JAM CHECK RIGHT DOOR	Paper feed 1. Paper late jam. Paper did not reach PS2.	Use the Paper Path test to see if a problem exists from both engine trays. If PS2 is bad, it will fail when printing from Tray 2 or 3. Verify flag movement by manually inserting paper in the sensor path. Replace PS2 or the Paper Input Unit (PIU) Assembly.
13.3 PAPER JAM CHECK RIGHT DOOR alternates with THEN OPEN AND CLOSE TOP COVER	Paper delay jam. Paper did not reach PS1 at the registration area.	**1.** Remove the toner cartridge, lift the green handle, and verify the sensor flag operation. **2.** Make sure that the sensor is not broken. **3.** Replace the registration assembly if necessary.
13.5 FUSER OUTPUT, PAPER STOPPED JAM	Fuser output, paper late jam. Paper never reached PS1403 at the fusing assembly.	Remove the toner cartridge, and check the path between the registration and fusing assemblies. PS1403 on the sensor PCA may be faulty.
13.6 FUSER OUTPUT PAPER STOPPED JAM	PS1402 did not sense the paper. Fuser output, paper stopped jam. Paper never exited the fusing assembly.	**1.** Perform the paper path test to verify all input and output. **2.** Check the fuser flag at the sensor board area. **3.** Check the fuser access door. **4.** Make sure that the flag is not broken. PS1403 on the sensor PCA, or the delivery exit spring/gears, may be faulty.
13.9 CHECK LEFT DOOR	Face-down bin paper late jam.	Paper did not arrive at PS1402 when expected. Inspect the path between the fuser and delivery assemblies. Check the diverter assembly.

Table 2-23 Alphabetical/numerical error messages (continued) (LJ 8150)

Message	Cause	Solution
13.20 PAPER JAM CHECK ...	The engine could not eject a page in the printer. The front panel message (...) will indicate the sensor closest to the paper.	Remove the jam from the location indicated on the control panel.
13.A PAPER JAM CHECK LEFT DOOR	Paper stopped at the Face-down bin.	Check the paper path. This jam is sensed by PS1402 on the sensor PCA.
20 INSUFFICIENT MEMORY alternates with PRESS GO TO CONTINUE	The printer received more data than can fit in its available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics.	**1.** Press Go to print the transferred data (some data might be lost). **2.** Simplify the print job, or install additional memory.
21 PAGE TOO COMPLEX alternates with PRESS GO TO CONTINUE	The data (dense text, rules, raster or vector graphics) sent to the printer was too complex.	**1.** Press Go to print the transferred data. (Some data might be lost.) **2.** To print the job without losing data, from the Configuration Menu in the printer control panel, set PAGE PROTECT=ON, print the job, and then return to PAGE PROTECT=AUTO. Do not leave PAGE PROTECT=ON; it might degrade performance. If this message appears often, simplify the print job.
22 EIO x BUFFER OVERFLOW alternates with PRESS GO TO CONTINUE	Too much data was sent to the EIO card in the specified slot (x). An improper communications protocol may be in use.	**1.** Press Go to clear the message. (Data will be lost.) **2.** Check the host configuration.

Table 2-23 Alphabetical/numerical error messages (continued) (LJ 8150)

Message	Cause	Solution
22 PARALLEL I/O BUFFER OVERFLOW alternates with PRESS GO TO CONTINUE	Too much data was sent to the parallel port. This error can occur if the driver you are using is not IEEE-1284 compliant. For best results, use an HP driver that came with the printer.	**1.** Check for a loose cable connection and be sure to use a high-quality cable. (Some non-HP parallel cables might be missing pin connections or might otherwise not conform to the IEEE-1284 specification.) This error can occur if the driver you are using is not IEEE-1284 compliant. For best results, use an HP driver that came with the printer. **2.** Press Go to clear the error message. (Data will be lost.)
22 SERIAL I/O BUFFER OVERFLOW alternates with PRESS GO TO CONTINUE	Too much data was sent to the serial port.	**1.** Make sure that the correct serial pacing option is selected from the I/O Menu in the printer's control panel. **2.** Print a Menu Map, and verify that the serial pacing item (from the I/O Menu in the printer's control panel) matches the setting on the computer. **3.** Press Go to clear the error message. (Data will be lost.)
40 BAD SERIAL TRANSMISSION alternates with PRESS GO TO CONTINUE	The printer encountered an error while transferring data from the computer. The error might have occurred for several reasons: • The computer was powered on or off while the printer was online. • The printer's serial configuration was not the same as the computer's.	**1.** Verify the cable connections. Make sure that the printer's serial configuration is set the same as the computer from the I/O Menu in the printer's control panel. **2.** The serial baud rate setting can be accessed from the I/O Menu in the printer's control panel. **3.** Press Go to clear the error message and continue the printing. **4.** Turn the printer off. **5.** Reseat the EIO card, and turn the printer on.
40 EIO x BAD TRANSMISSION alternates with PRESS GO TO CONTINUE	The connection has been broken between the printer and the EIO card in the specified slot.	**1.** Turn the printer off, and reseat the card. **2.** Press Go to clear the error message and continue printing.

Table 2-23 Alphabetical/numerical error messages (continued) (LJ 8150)

Message	Cause	Solution
41.x PRINTER ERROR alternates with PRESS GO TO CONTINUE	A temporary printing error occurred. X Description 1 Unknown misprint error. 2 Beam detect misprint error. 3 See error 41.3. 4 No VSYNC error. 5 Media feed error. 9 Noise VSREQ error.	Press GO. The page containing the error will automatically be reprinted. If this message persists: **1.** Reseat the connections to the Laser/Scanner and the Engine Controller Board. **2.** Replace the Laser/Scanner. **3.** Replace the Engine Controller Board.
41.3 UNEXPECTED PAPER SIZE	The paper size you are trying to print is not the same as the control panel setting for Tray 1.	**1.** Make sure that the control panel setting for Tray 1 or the Envelope Feeder is correctly adjusted for size. (The printer will continue trying to print the job until the size settings are correct.) **2.** Press GO. The page containing the error will automatically be reprinted. (Or, you might want to press CANCEL JOB to clear the job from the printer's memory.)
50.x FUSER ERROR	A fuser error has occurred. X Description 1 Low Fuser temperature. 2 Fuser warm up service. 3 High Fuser temperature. 4 Faulty Fuser. 5 Inconsistent Fuser.	Turn the printer off for at least 20 minutes, and then turn the printer on. If the error continues: **1.** Make sure that the Fusing Assembly is installed correctly and is fully seated into its connectors (no bent pins or pins outside their receptacles). **2.** Reseat or replace the fuser cable assembly. **3.** Replace the DC Controller.
51.x PRINTER ERROR	A temporary printing error occurred. X Description 1 Beam detect error. 2 Laser error.	**1.** Press GO. The page containing the error will automatically be reprinted. **2.** Turn the printer off, and then turn the printer on. **3.** Reseat the cables. See the wiring diagrams at the back of this manual. **4.** Replace the Laser/Scanner.

Table 2-23 Alphabetical/numerical error messages (continued) (LJ 8150)

Message	Cause	Solution
52.x PRINTER ERROR	A temporary printing error occurred. X Description 0 Laser/scanner error. 1 Laser/scanner startup error. 2 Laser/scanner rotation error.	**1.** Press Go. The page containing the error will automatically be reprinted. **2.** Turn the printer off, and then turn the printer on. **3.** Reseat the cables. See the wiring diagrams at the back of this manual. **4.** Replace the Laser/Scanner.
53.xy.zz PRINTER ERROR	There is a problem with the printer's memory. The DIMM that caused the error will not be used. Values of x, y, and zz are as follows: x = DIMM type 0 = ROM 1 = RAM y = Device location 0 = Internal memory (ROM or RAM) 1 to 3 = DIMM slots 1, 2, or 3 zz = Error number 0 = Unsupported memory (for example, presence detect bad) 1 = Unrecognized memory (for example, presence detect bad) 2 = Unsupported memory size 3 = Failed RAM test 4 = Exceeded maximum RAM size 5 = Exceeded maximum ROM size 6 = Invalid DIMM speed 7 = DIMM reporting information incorrectly 8 = DIMM RAM parity error	**1.** Turn the printer off, and reseat or replace the specified DIMM. **2.** Try the DIMM in another slot. **3.** Replace the DIMM that caused the error.

Table 2-23 Alphabetical/numerical error messages (continued) (LJ 8150)

Message	Cause	Solution
53.xy.zz PRINTER ERROR continued	9 = ROM needs to be mapped to an unsupported address 10 = DIMM address conflict 11 = PDC XROM out of bounds 12 = Unable to make a temporary mapping	
55.x PRINTER ERROR alternates with PRESS GO TO CONTINUE	A printer error has occurred. X Description 0 NO_RESET_REPORT 1 NO_ENGINE_RESPONSE 2 EXCESSIVE_GLITCHES 3 LOST_PPRDY_SIGNAL 4 COMMUNICATION_TIMEOUT 5 BAD_TRAY_BIN_REPORTS 6 ECC7_COMMAND_ERROR 7 INCOMING_PARITY_ERROR 8 OUTGOING_PARITY_ERROR 9 MISSED_INTERRUPT A HUNG_COMMUNICATIONS B LOST_XISR_ERROR C INVALID_BUS_TIMEOUT D VERY_LATE_ECOMM_ISR	**1.** Press Go to clear the error message. **2.** Turn the printer off and reseat the formatter board, all DIMMs, EIO Cards, and the hard disk drive. **3.** Check the cable from the DC controller and laser/scanner assembly. **4.** Replace the laser scanner assembly. **5.** Replace the DC controller PCA. **6.** Replace the formatter board.
56.x PRINTER ERROR alternates with CYCLE POWER TO CONTINUE	A temporary printing error occurred. X Description 1 Illegal input. 2 Illegal output.	**1.** Press Go. The page containing the error will automatically be reprinted. **2.** Turn the printer off, and then turn the printer on. **3.** Check the printer's configuration.

Table 2-23 Alphabetical/numerical error messages (continued) (LJ 8150)

Message	Cause	Solution
57.X FAN FAILURE	A fan motor failure occurred. All fans are enabled to low speed operation at power on. Fans will go into high speed operation during the print cycle. X Description 2 Fan 3 - Formatter Fan (intake) 3 Fan 2 - Low-voltage power supply (exhaust) 5 Fan 1 -Laser/scanner (exhaust) Low-voltage power supply (exhaust) 6 Fan 4 - Face-down delivery (exhaust) 9 Fan 5 - Tray 1 fan	Turn the printer off, and then turn the printer on. If the message continues, check and reseat the cabling between the fan motors and the DC Controller PCA.
58.x PRINTER ERROR alternates with CYCLE POWER TO CONTINUE	A temporary printing error occurred. X Description 1 Tray 1 lifter malfunction. 2 Tray 2 lifter malfunction. 3 Tray 3 lifter malfunction. 4 Tray 4 lifter malfunction. X Tray X lifter malfunction.	Turn the printer off, and then turn the printer on.
59.x PRINTER ERROR	A printer error has occurred. X Description 0 Motor error. 1 Motor startup error. 2 Motor rotation error.	Turn the printer off, and then turn the printer on.
62.x PRINTER ERROR	There is a problem with the printer's memory. The x value refers to the location of the problem: 0 = Internal memory 1 to 3 = DIMM slots 1, 2, or 3	Reseat or replace the specified DIMM.
64 PRINTER ERROR	A scan buffer error occurred.	Turn the printer off, and then turn the printer on. If this message persists, replace the Formatter.

Table 2-23 Alphabetical/numerical error messages (continued) (LJ 8150)

Message	Cause	Solution
68 NVRAM ERROR CHECK SETTINGS	An error occurred in the printer's nonvolatile memory (NVRAM) and one or more printer settings has been reset to its factory default.	**1.** Print a configuration page and check the printer settings to determine which values have changed. **2.** Remove EIO card. It will be reset if not removed. **3.** Hold down CANCEL JOB while turning the printer on. This will clean up the NVRAM by removing old areas that are not being used.
68 NVRAM FULL CHECK SETTINGS	The printer's nonvolatile memory (NVRAM) is full. Some settings might have been reset to the factory defaults.	**1.** Print a configuration page and check the printer settings to determine which values have changed. **2.** Remove EIO card. It will be reset if not removed. **3.** Hold down CANCEL JOB while turning the printer on. This will clean up the NVRAM by removing old areas that are not being used.
69.x PRINTER ERROR	A temporary printing error occurred. X Description 0 The duplex mechanism has failed. 1 The duplex slide adjust has failed.	**1.** Turn the printer off, and then turn the printer on. **2.** Reseat the duplexer.

Table 2-23 Alphabetical/numerical error messages (continued) (LJ 8150)

Message	Cause	Solution
79.xxxx PRINTER ERROR	The printer detected an error. The numbers (xxxx) indicate the specific type of error.	**1.** Turn the printer off, and then turn the printer on. **2.** Try printing a job from a different software application. If the job prints, go back to the first application and try printing a different file. (If the message only appears with a certain software application or print job, contact the software vendor for assistance.) If the message persists, try the following: **1.** Cycle power. **2.** Reseat or replace the interface cable and cycle power. **3.** Remove the DIMMs one at a time and cycle power. **4.** Try using the parallel interface, if possible. **5.** With the EIO cards removed from the printer, perform a cold reset. **6.** Remove the Hard Disk and cycle power. **7.** If the error persists, replace the Formatter.
8X.YYYY EIO ERROR	The EIO accessory card in slot X has encountered a critical error as specified by YYYY.	**1.** Move the EIO card to another slot. **2.** If the error persists, replace the EIO card. **3.** If the error is corrected, reseat the EIO card in the original slot.
BAD OPT TRAY CONNECTION	The optional tray is not connected correctly.	**1.** Re-install the optional tray. **2.** Make sure the optional tray is connected and the connector is not damaged. **3.** Replace the optional tray.
CHECK INPUT DEVICE alternates with PAPER PATH OPEN PLEASE CLOSE IT	The optional input tray cannot feed paper to the printer because a door or paper guide is open.	Check the doors and paper guides.

Table 2-23 Alphabetical/numerical error messages (continued) (LJ 8150)

Message	Cause	Solution
CHECK OUTPUT DEVICE alternates with CLOSE OUTPUT DELIVERY PATH	The paper path between the printer and the external paper handling output device is open and must be closed before printing can continue.	Close the paper path.
MANUALLY FEED [SIZE]	Tray 1 does not contain the specified size paper.	Load the specified type of paper into Tray 1.
MANUALLY FEED [TYPE] [SIZE]	One of the following occurred: • A manual feed was requested. • There is no paper in Tray 1. • The wrong size paper is loaded. • The control panel is not set for the kind of paper loaded.	**1.** Load the requested paper into Tray 1. **2.** Press GO if the desired paper is already loaded in Tray 1. **3.** Press - VALUE + to scroll through the available types and sizes. **4.** Press SELECT to accept the alternate type or size.
MANUALLY FEED [TYPE] ENV	Tray 1 does not contain the specified type of envelope.	Load the specified type of envelope into Tray 1.
MANUALLY FEED TRAY 1 ENVELOPE	Tray 1 does not contain an envelope.	Load an envelope into Tray 1.
OUTPUT BIN FULL alternates with CLEAR PAPER FROM [BINNAME]	The output bin is full and needs to be emptied.	**1.** Remove the media from the Face-down bin. **2.** Make sure that the sensor flag moves freely.
TRAY X CONTAINS UNKNOWN MEDIA	The media type in the specified tray cannot be determined.	Load known media, or set the correct media type.

Table 2-23 Alphabetical/numerical error messages (continued) (LJ 8150)

Message	Cause	Solution
TRAY X EMPTY	The paper tray is empty. Paper is sensed in the tray by black plastic flags and photosensors. If paper is not in a tray, the flags will rotate through an access in the upper tray. When paper is present, the flags are blocked from rotating through this access.	**1.** Load the empty tray (x) to clear the message. If you do not load the specified tray, the printer will continue printing from the next available tray, and the message will continue to display. **2.** Make sure that the paper out flag is not stuck in the down position by rough media. Do this before opening the tray. To check this flag without opening Tray 2, remove the Duplexer if it is present. **3.** Open the Front Access Door. This provides you with a clear view of the Tray 2 paper out sensor flag. To check this flag without opening Tray 3, use a flashlight to observe the paper out flag. If either paper flag is damaged, replace the paper flag or the paper input tray. If the printer is using Tray 2 or 3 and the message is accompanied by a clicking noise every few seconds, replace the Paper Input Unit Assembly.
TRAY X LIFTING	Displays when tray X is in the process of lifting the paper to the top of the tray for proper feeding.	**1.** If the message does not go away, verify that the media can be pulled from another tray. **2.** The Paper Input Unit may need to be replaced.
TRAY XX LOAD [SIZE]	Tray X does not contain the specified size of paper.	Load the specified size of paper into Tray X.
TRAY XX LOAD [SIZE]	Tray X does not contain the specified size of paper.	Load the requested paper into the indicated tray, or press SELECT to override the message and to print on a loaded paper size.

Table 2-23 Alphabetical/numerical error messages (continued) (LJ 8150)

Message	Cause	Solution
TRAY xx LOAD [TYPE] [SIZE]	One of the following occurred: • There is no paper loaded in the specified tray, or the paper is not the size requested, or the control panel is not set for the size of paper loaded. • The tray is not correctly adjusted for size. • The default paper size is set incorrectly. • If this message appears and the tray contains the correct size of paper, a sensor could be damaged or a paper sensor lever could be stuck.	**1.** Load the requested paper into the specified tray (x). Make sure that the trays are correctly adjusted for size. The tray type settings (and size for Tray 1) must be set from the printer's control panel. If you are trying to print A4 or letter size paper and this message appears, make sure that the default paper size is set correctly from the Printing Menu in the printer's control panel. **2.** Press GO to print from the next available tray. **3.** Press - VALUE + to scroll through the available types and sizes. **4.** Press SELECT to accept the alternate type or size. **5.** Inspect the switches in the tray. **6.** Turn the printer on with the tray removed and push the switches by hand to see if they register.
UNSUPPORTED SIZE IN TRAY [YY]	An external paper handling device detected an unsupported paper size. The printer will go offline until the condition is corrected.	Load a supported paper size in the tray.
USE [TYPE] [SIZE] INSTEAD?	If the requested paper size or type is not available, the printer asks if it should use another paper size or type instead.	**1.** Press - VALUE + to scroll through the available types and sizes. **2.** Press SELECT to accept the alternate type or size.

Table 2-24 2000-sheet input tray error messages (LJ 8150)

Message	Cause	Solution
Input Device Condition 11.01	The detected tray is not consistent with the paper size specified by the Paper Handling Controller.	**1.** Make sure the size, source, and type of paper selected from the software configuration is correct. **2.** Pull out Tray 4 to verify that the size and type of paper loaded matches to the size and type specified in the software configuration.
13.11 PAPER JAM IN INPUT DEVICE	Timeout at Entry sensor (PS31) on the 2000-sheet Input Tray	**1.** Open the Vertical Transfer Unit (VTU) and remove media. **2.** Make sure that the ENTRY Sensor (PS31) can move freely. **3.** Make sure that the three feed, separation, and pickup rollers are correctly seated. **4.** If the problem persists, open the VTU and override its Open/Close Door Sensor (PS35), perform a Paper Path Test feeding from the 2000-sheet Input Tray, and make sure the feed rollers are advancing the paper. If rollers do not rotate, verify the connections at the Pickup Assembly and the Controller PCA in the input device. **5. I**f the rollers rotate and drop down, but do not advance the paper, replace the feed and separation rollers using the maintenance kit. **6.** If the rollers do not rotate or do not drop down, replace the Pickup Assembly. **7.** If the problem persists, replace the Vertical Transfer Unit (VTU) where sensor (PS31) is located.
	Timeout at Exit sensor (PS32) on the 2000-sheet Input Tray.	
	Page stays longer at Entry sensor (PS31) on the 2000-sheet Input Tray.	
	Page stays longer at Exit sensor (PS32) on the 2000-sheet Input Tray.	

Table 2-24 2000-sheet input tray error messages (continued) (LJ 8150)

Message	Cause	Solution
13.11 PAPER JAM IN INPUT DEVICE	At power on, Entry sensor (PS31) at the VTU is active.	**1.** Open the Vertical Transfer Unit (VTU) and remove media. **2.** Verify that sensor (PS31 and PS32) moves freely. **3.** If any of the sensors (PS31 or PS32) are damaged, replace the Vertical Transfer Unit (VTU).
13.11 PAPER JAM IN INPUT DEVICE	At power on, Exit sensor (PS32) at the VTU is active.	**1.** Open the Vertical Transfer Unit (VTU) and remove media. **2.** Verify that sensor (PS31 and PS32) moves freely. **3.** If any of the sensors (PS31 or PS32) are damaged, replace the Vertical Transfer Unit (VTU).
66.11.01 INPUT DEVICE FAILURE	Lifting motor malfunction.	**1.** Make sure there are no objects or fragments of paper in the free area at the 2000-sheet Input Tray (Tray 4). **2.** Make sure that the lifting plate lifts up freely by hand. **3.** Make sure that the paper size plates are installed correctly, and that they are not bent. **4.** Replace the Paper Deck Drive Assembly's Bushing, if broken. **5.** Replace the Paper Deck Drive Assembly. **6.** Replace the 2000-sheet Input Tray's (Tray 4) paper tray.

Table 2-24 2000-sheet input tray error messages (continued) (LJ 8150)

Message	Cause	Solution
66.11.02 INPUT DEVICE FAILURE	Feed motor malfunction.	**1.** Make sure there are no objects or fragments of paper in the free area at the 2000-sheet Input Tray (Tray 4). **2.** Check Paper Tray Raised Sensor (PS34) that is working correctly (perform a sensor test). **3.** Check for proper installation of the Pick up roller. **4.** Check the Pickup assembly and Paper Deck Drive Assembly cabling. **5.** Replace the Pickup assembly or the Paper Deck Drive Assembly, if necessary.
66.11.03 INPUT DEVICE FAILURE	Lifting and feed motor malfunction.	**1.** Make sure there are no objects or fragments of paper in the free area at the 2000-sheet Input Tray (Tray 4). **2.** Make sure that the lifting plate lifts up freely by hand. **3.** Make sure that the paper size plates are installed correctly, and they are not bent. **4.** Check for broken Paper Deck Drive Assembly's Bushing, if so replace it. 5. Replace the Paper Deck Drive Assembly. **6.** Check Paper Tray Raised Sensor (PS34) is working correctly (perform a sensor test). **7.** Check for proper installation of the Pickup roller. **8.** Check Pickup Assembly cabling. **9.** Replace the Pickup Assembly.

Table 2-25 2 x 500-sheet input tray error messages (LJ 8150)

Message	Cause	Solution
Input Device Condition 11.01	The detected tray is not consistent with the paper size specified by Paper Handling Controller.	**1.** Make sure the size, source, and type of paper selected from the software configuration is correct. **2.** Pull out tray 4 or 5 to verify that the size and type of paper loaded matches to the size and type specified in the software configuration.
Input Device Condition 11.04	Lifter malfunction.	**1.** Make sure that the lifting plate lifts up freely by hand. **2.** Make sure that the paper size plate is installed correctly, and is not bent or broken. **3.** Replace the Paper Deck Drive Assembly's Bushing, if broken. **4.** Replace the Paper Deck Drive Assembly. **5.** Replace the 2 x 500-sheet Input Tray's corresponding paper tray.
Input Device Condition 11.06	Requested to feed more than 4 pages at a time.	**1.** Check for proper installation of the Pickup roller. **2.** Check the Pickup assembly and the Paper Deck Drive Assembly cabling. **3.** Replace the Pickup assembly or the Paper Deck Drive Assembly, if necessary.

Table 2-25 2 x 500-sheet input tray error messages (continued) (LJ 8150)

Message	Cause	Solution
13.11 PAPER JAM IN INPUT DEVICE	Page did not arrive at entry sensor. Page did not arrive to exit sensor. Page stays longer at entry sensor. Page stays longer at exit sensor.	**1.** Open the Vertical Transfer Unit (VTU) and remove media. **2.** Make sure that the ENTRY Sensor (PS1) can move freely. **3.** Make sure that the three feed, separation, and pickup rollers are correctly seated. **4.** If the problem persists, open the VTU and override its Open/Close Door Sensor (PS35), perform a Paper Path Test feeding from the 2 x 500-sheet Input Tray, and make sure the feed rollers are advancing the paper. If rollers do not rotate, verify the connections at the Pickup Assembly and the Controller PCA in the input device. **5.** If the rollers rotate and drop down, but do not advance the paper, replace the feed and separation rollers using the maintenance kit. **6.** If the rollers do not rotate or do not drop down, replace the Pickup Assembly. **7.** If the problem persists, Replace the Vertical Transfer Unit (VTU) where sensor (PS31) is located.
13.11 PAPER JAM IN INPUT DEVICE	At power on, entry sensor is active.	**1.** Open the Vertical Transfer Unit (VTU) and remove media. **2.** Verify that sensor (PS1 and PS2) moves freely. **3.** If any of the sensors (PS1 or PS2) are damaged, replace the Vertical Transfer Unit (VTU).
13.11 PAPER JAM IN INPUT DEVICE	At power on, exit sensor is active.	**1.** Open the Vertical Transfer Unit (VTU) and remove media. **2.** Verify that sensor (PS1 and PS2) moves freely. **3.** If any of the sensors (PS1 or PS2) are damaged, replace the Vertical Transfer Unit (VTU).

Table 2-26 Envelope feeder error messages (LJ 8150)

Message	Cause	Solution
ENVELOPE FEEDER EMPTY	The envelope feeder is empty. Printing of the current job is not interrupted.	Refill the envelope feeder.
ENV FEEDER LOAD [SIZE]	The envelope feeder does not have the requested paper.	Put the requested paper into the envelope feeder.
ENV FEEDER LOAD [TYPE] [SIZE]	There is no envelope in the feeder, the wrong size is loaded in the feeder, or the type and size is set incorrectly in the control panel.	**1.** Load the requested envelope type and size into the envelope feeder. **2.** Make sure that the envelope size and type are set correctly from the Paper Handling Menu in the printer's control panel. **3.** Press GO if the desired envelope is already loaded in the feeder. **4.** Press - VALUE + to scroll through the available types and sizes. **5.** Press SELECT to accept the alternate type or size.
WRONG ENVELOPE FEEDER INSTALLED	The envelope feeder you are trying to install will not work for this printer.	Install the correct envelope feeder.

Table 2-27 7-bin tabletop mailbox error messages (LJ 8150)

Message	Cause	Solution
13.12 or 13.22 PAPER JAM IN OUTPUT DEVICE	Unexpected page at (ES) Entry Sensor.	**1.** Open the Top Cover and remove any jammed paper. **2.** Make sure that the Entry Sensor (ES) moves freely. **3.** Perform a sensor test to make sure that the Entry Sensor (ES) is working correctly. **4.** If a problem persists, replace the 7-bin Tabletop Mailbox controller PCA. **5.** Replace the sensors PCA.
	Page did not reach the Entry Sensor (ES) on time.	**1.** Open the Top Cover and remove any jammed paper. **2.** Make sure that the Entry Sensor (ES) moves freely. **3.** Perform a sensor test to make sure that the Entry Sensor (ES) is working correctly. **4.** If the problem persists, replace the 7-bin Tabletop Mailbox controller PCA. **5.** Replace the sensors PCA.

Table 2-27 7-bin tabletop mailbox error messages (continued) (LJ 8150)

Message	Cause	Solution
13.12 or 13.22 PAPER JAM IN OUTPUT DEVICE (continued)	Page did not reach the Paper Path Sensor 1 (PPS1) on time.	1. Open the Paper Path Cover and remove any jammed paper. 2. Make sure that the Paper Path Sensor 1 (PPS1) moves freely. 3. Perform a sensor test to make sure that the Paper Path Sensor 1(PPS1) is working correctly. 4. Replace the sensors PCA. 5. If the problem persists, replace the 7-bin Tabletop Mailbox controller PCA.
	Page did not reach the Paper Path Sensor 2 (PPS2) on time.	1. Open the Paper Path Cover and remove any jammed paper. 2. Make sure that the Paper Path Sensor 2 (PPS2) moves freely. 3. Perform a sensor test to make sure that the Paper Path Sensor 2 (PPS2) is working correctly. 4. Replace the sensors PCA. 5. If the problem persists, replace the 7-bin Tabletop Mailbox controller PCA.

Table 2-27 7-bin tabletop mailbox error messages (continued) (LJ 8150)

Message	Cause	Solution
13.12 or 13.22 PAPER JAM IN OUTPUT DEVICE (continued)	Page did not reach the Face-up Delivery Sensor (FUDS) on time.	1. Open the Top Cover and remove any jammed paper. 2. Make sure that the Face-up Delivery Sensor (FUDS) moves freely. 3. Perform a sensor test to make sure that the Entry Sensor (FUDS) is working correctly. 4. If the problem persists, replace the 7-bin Tabletop Mailbox controller PCA. 5. Replace the sensors PCA.
	Page stays at Entry Sensor (ES).	1. Open the Top Cover and remove any jammed paper. 2. Make sure that the Entry Sensor (ES) moves freely. 3. Perform a sensor test to make sure that the Entry Sensor (ES) is working correctly. 4. If the problem persists, replace the 7-bin Tabletop Mailbox controller PCA. 5. Replace the sensors PCA.

Table 2-27 7-bin tabletop mailbox error messages (continued) (LJ 8150)

Message	Cause	Solution
13.12 or 13.22 PAPER JAM IN OUTPUT DEVICE (continued)	Page stays at Paper Path Sensor 1 (PPS1).	1. Open the Paper Path Cover and remove any jammed paper. 2. Make sure that the Paper Path Sensor 1 (PPS1) moves freely. 3. Perform a sensor test to make sure that the Paper Path Sensor 1(PPS1) is working correctly. 4. Replace the sensors PCA 5. If the problem persists, replace the 7-bin Tabletop Mailbox controller PCA.
	Page stays at Paper Path Sensor 2 (PPS2).	1. Open the Paper Path Cover and remove any jammed paper. 2. Make sure that the Paper Path Sensor 2 (PPS2) moves freely. 3. Perform a sensor test to make sure that the Paper Path Sensor 2 (PPS2) is working correctly. 4. Replace the sensors PCA. 5. If the problem persists, replace the 7-bin Tabletop Mailbox controller PCA.

Table 2-27 7-bin tabletop mailbox error messages (continued) (LJ 8150)

Message	Cause	Solution
13.12 or 13.22 PAPER JAM IN OUTPUT DEVICE (continued)	Page stays at Face-up Delivery Sensor (FUDS).	1. Open the Top Cover and remove any jammed paper. 2. Make sure that the Face-up Delivery Sensor (FUDS) moves freely. 3. Perform a sensor test to make sure that the Entry Sensor (FUDS) is working correctly. 4. If the problem persists, replace the 7-bin Tabletop Mailbox controller PCA. 5. Replace the sensors PCA.
	Page found at Entry Sensor (ES) during power on sequence.	1. Open the Top Cover and remove any jammed paper. 2. Make sure that the Entry Sensor (ES) moves freely. 3. Perform a sensor test to make sure that the Entry Sensor (ES) is working correctly. 4. If the problem persists, replace the 7-bin Tabletop Mailbox controller PCA. 5. Replace the sensors PCA.

Table 2-27 7-bin tabletop mailbox error messages (continued) (LJ 8150)

Message	Cause	Solution
13.12 or 13.22 PAPER JAM IN OUTPUT DEVICE (continued)	Page found at Paper Path Sensor 1 (PPS1) during power on sequence.	1. Open the Paper Path Cover and remove any jammed paper. 2. Make sure that the Paper Path Sensor 1 (PPS1) moves freely. 3. Perform a sensor test to make sure that the Paper Path Sensor 1(PPS1) is working correctly. 4. Replace the sensors PCA. 5. If the problem persists, replace the 7-bin Tabletop Mailbox controller PCA.
	Page found at Paper Path Sensor 2 (PPS2) during power on sequence.	1. Open the Paper Path Cover and remove any jammed paper. 2. Make sure that the Paper Path Sensor 2 (PPS2) moves freely. 3. Perform a sensor test to make sure that the Paper Path Sensor 2 (PPS2) is working correctly. 4. Replace the sensors PCA. 5. If the problem persists, replace the 7-bin Tabletop Mailbox controller PCA.
	Page found at Face-up Delivery Sensor (FUDS) during power on sequence.	1. Open the Top Cover and remove any jammed paper. 2. Make sure that the Face-up Delivery Sensor (FUDS) moves freely. 3. Perform a sensor test to make sure that the Entry Sensor (FUDS) is working correctly. 4. If the problem persists, replace the 7-bin Tabletop Mailbox controller PCA. 5. Replace the sensors PCA.

Table 2-27 7-bin tabletop mailbox error messages (continued) (LJ 8150)

Message	Cause	Solution
66.12.16 or 66.22.16 OUTPUT DEVICE FAILURE	Solenoid Malfunction.	1. Check that the 2 parallel black bars that are connected to the Diverter Solenoids (S3 and S4) have free movement. 2. Check for proper installation of the C-link cables. 3. Replace the C-link cables. 4. Replace the 7-bin Tabletop Mailbox controller PCA.
66.12.32 or 66.22.32 OUTPUT DEVICE FAILURE	Solenoid Malfunction.	1. Check that the 2 parallel black bars that are connected to the Diverter Solenoids (S3 and S4) have free movement. 2. Check for proper installation of the C-link cables. 3. Replace the C-link cables. 4. Replace the 7-bin Tabletop Mailbox controller PCA.

Table 2-28 8-bin mailbox error messages (LJ 8150)

Message	Cause	Solution
22.1 or 12.1 OUTPUT DEVICE CONDITION	The Face-up Bin is too full.	1. Empty the Face-up Bin. 2. Check that sensor flag moves freely. (PSFaceFull.) 3. Check for proper cable connection in flipper area. 4. If the problem persists, replace the Flipper assembly.
OUTPUT DEVICE CONDITION 22.2 or 12.2	Elevator Problem (Home not Found).	1. Check that the blind cover or scan bar is installed correctly. 2. Check for jammed paper in the delivery head assembly. 3. Check for free movement of the delivery head assembly. 4. Check that all paper bins are seated correctly. 5. Check that paper bins or the blind cover are not broken. 6. Replace the delivery head motor. 7. Replace the MBM controller PCA. 8. Replace the delivery head assembly.
OUTPUT DEVICE CONDITION 22.3 or 12.3	Elevator Problem Scanning bins Error.	1. Check that the blind cover or scan bar is installed correctly. 2. Check for jammed paper in the delivery head assembly. 3. Check for free movement of the delivery head assembly. 4. Check that all paper bins are seated correctly. 5. Check that there is no paper bin or blind cover broken. 6. If the error message persists, replace the delivery head motor (M1), the MBM controller PCA, or the Delivery Head Assembly.

Table 2-28 8-bin mailbox error messages (continued) (LJ 8150)

Message	Cause	Solution
OUTPUT DEVICE CONDITION 22.4 or 12.4	Slider Jam in the head assembly.	1. Perform a paper path test. 2. Check for damaged sensor (PSExit 1) or (PSExit 2) in the delivery head assembly. 3. Check fingers in the head assembly, they must be over the ejector rollers. 4. Replace the Head Assembly.
13.22 or 13.12 PAPER JAM IN OUTPUT DEVICE	Flipper Entry Sensor (PSEntry) Jam.	1. Open the Jam Access Door and remove any jammed paper. 2. Make sure that the Full Bin Sensor Flag (PSFaceFull) moves freely. 3. Make sure that the Flipper's shaft is not out of place. 4. If the problem persists, replace Flipper Assembly. 5. Replace the MBM Controller PCA.
	Flipper Face-up Sensor (PSFaceup) Jam.	1. Open the Jam Access Door and remove any jammed paper. 2. Make sure that the Full Bin Sensor Flag (PSFaceFull) moves freely. 3. Make sure that the Flipper's shaft is not out of place. 4. If the problem persists, replace the Flipper Assembly. 5. Replace the MBM Controller PCA.

Table 2-28 8-bin mailbox error messages (continued) (LJ 8150)

Message	Cause	Solution
	Belt Jam (Transport Belt Motor (M5) stop for an unexpected reason).	1. Check for jammed paper at the double-belt system and Delivery Head Assembly. 2. Ensure free movement of the double belt (both belts). 3. Ensure parallel position of the double belt system. 4. Check that the Metal Tape is in place and in good condition. 5. Replace the Transport Belt Motor (M5). 6. Replace the MBM Controller PCA. 7. Replace the Delivery Head Assembly.
13.22 or 13.12 PAPER JAM IN OUTPUT DEVICE	Jam in Head Assembly at (PSExit 1).	1. Check for jammed paper in the Delivery Head Assembly. 2. Ensure free movement in (PSExit 1) sensor flags on the delivery head assembly. 3. Check the delivery roller's fingers. They must be over the ejector rollers on the delivery head assembly. 4. Replace the flat ribbon cable that connects to the delivery head assembly to the controller PCA. 5. Replace the MBM Controller PCA. 6. Replace Delivery Head Assembly.

Table 2-28 8-bin mailbox error messages (continued) (LJ 8150)

Message	Cause	Solution
13.22 or 13.12 PAPER JAM IN OUTPUT DEVICE	Jam in Head Assembly at (PSExit 2).	1. Check for jammed paper in the Delivery Head Assembly. 2. Ensure free movement in (PSExit 2) sensor flags on the delivery head assembly. 3. Check the delivery roller's fingers. They must be over the ejector rollers on the delivery head assembly. 4. Replace the flat ribbon cable that connects to the delivery head assembly to the controller PCA. 5. Replace the MBM Controller PCA. 6. Replace Delivery Head Assembly.
13.22 or 13.12 PAPER JAM IN OUTPUT DEVICE	Elevator (Head Assembly) Jam when scanning and looking for home position.	1. Check for jammed paper in the delivery head assembly. 2. Check that the blind cover is correctly installed. 3. Check that the Scan Bar (if stapler unit is installed) is correctly seated. 4. Check for free movement of the delivery head assembly. 5. Check that all paper bins are seated correctly. 6. Check for broken paper bins, blind cover, or Scan Bar. 7. Replace the flat ribbon cable that connects to the delivery head assembly to the controller PCA. 8. Replace the delivery head motor (M1). 9. Replace the MBM controller PCA. 10. Replace the delivery head assembly.

Table 2-28 8-bin mailbox error messages (continued) (LJ 8150)

Message	Cause	Solution
13.22 or 13.12 PAPER JAM IN OUTPUT DEVICE	Communication problem. Wrong Page Request.	1. Make sure that all the C-link cables are correctly installed and the connectors of this cables are tight enough. 2. Move the 8-bin Mailbox away from the Engine and resend the job. 3. Replace the C-link cables. 4. Perform a Power Cycle. 5. If the error condition persists, replace the Formatter board.
66.12.08 or 66.22.08 OUTPUT DEVICE FAILURE	Flipper Motor Malfunction.	1. Check for jammed paper in the Flipper Assembly area. 2. Replace Flipper assembly. 3. Replace the MBM controller PCA.
66.12.09 or 66.22.09 OUTPUT DEVICE FAILURE	External Memory Error.	Replace the MBM Controller PCA.
66.12.zz or 66.22.zz OUTPUT DEVICE FAILURE	MBM C-link is not responding.	1. Check for proper installation of the C-link cables. 2. Replace the C-link cables. 3. Replace the 8-bin Mailbox controller PCA.

Note

For information on the 3,000-sheet Stapler/Stacker, see HP 3,000-sheet Stapler/Stacker Service Manual Supplement for Paper-Handling Accessories (C4788-90904).

Table 2-29 Stapler error messages (LJ 8150)

Message	Cause	Solution
CHECK FINISHER DEVICE alternates with CLEAR JAM	A stapler jam or a paper jam occurred.	1. Clear the paper from the stapler. 2. Open the top cover of the stapler and clear the stapler jam. 3. Resend the print job.
CHECK FINISHER DEVICE alternates with FINISHER ALIGN ERROR	The paper is not aligned correctly in the stapler.	1. Remove the paper from the stapler. 2. Resend the print job.
13.23 or 13.33 PAPER JAM IN OUTPUT DEVICE	Staple Jam.	• Clear jammed staple. • Replace staple cartridge. • Replace Stapler Top Cover Assembly. • Replace Stapler Controller PCA.
	Rack Jam.	• Remove jammed media. • Perform a device reset cycle by opening and closing the Stapler Top Cover. • Manually move the internal parts of the stapling unit looking for free movement. • Replace the Stapler Top Cover Assembly. • Replace the Stapler Controller PCA.
	Slider Jam.	• Remove jammed media. • Perform a device reset cycle by opening and closing the Stapler Top Cover. • Manually move the sliders looking for free movement and observe the power on sequence. • Replace the Stapling Bed Assembly • Replace the Stapler Controller PCA.

Table 2-29 Stapler error messages (continued) (LJ 8150)

Message	Cause	Solution
13.23 or 13.33 PAPER JAM IN OUTPUT DEVICE	Retainer Jam.	• Remove jammed media. • Perform a device reset cycle by opening and closing the Stapler Top Cover. • If the problem persists replace the Stapling Bed Assembly.

Table 2-30 Duplexer error messages (LJ 8150)

Message	Cause	Solution
13. 1	Paper feed 1. Paper late jam. No page from Duplexer.	**1.** Open the front door, and remove any paper. **2.** Open the right door, and remove any paper. **3.** Remove any paper from the Duplexer. **4.** Perform a Paper Path Test using the Duplexer. **5.** Check that the sensors in the Duplexer have free movement. **6.** If the problem persists, replace the entire Duplexer Unit.
	Paper feed 1. Paper late jam. Duplexer's 2nd sensor.	
	Paper feed 1. Paper late jam. Duplexer's 2nd sensor.	
13.10	Duplex turn around. Paper late jam. Duplexer's 1st sensor.	
13.11	Duplex turn around. Paper stopped jam. Duplexer's 1st sensor.	
13.12	Duplex path. Paper late jam. Duplexer's 2nd sensor.	

Table 2-30 Duplexer error messages (continued) (LJ 8150)

Message	Cause	Solution
13.20	Could not automatically eject paper.	

Table 2-31 Paper handling controller error messages (LJ 8150)

Message	Cause	Solution
66.00.zz SERVICE ERROR	A communication error occurred in the Paper Handling Controller or in the controller PCA of an external paper handling device.	**1.** Turn the printer off, and then turn the printer on. **2.** Replace or exchange C-link cables. **3.** If the problem persists, replace the PCA controller board for the input or output device. **4.** If the problem persists, replace the Formatter PCA.
66.00.15 SERVICE ERROR	The Paper Handling Controller had a bad C-link (communication) cable. This error could be caused by a power failure.	**1.** Turn the printer off, and then turn the printer on. **2.** If the problem persists, check the C-link and power cables. **3.** If the problem persists, check the device power connector and power supply (internal or external). Replace if damaged. **4.** If the problem persists, replace the PCA Controller board for the device. **5.** If the problem persists, replace the Formatter PCA.
66.00.23 SERVICE ERROR	Error 66.00.23 is due to a bad C-link connection or a damaged C-link cable.	**1.** Turn the printer off, and then turn the printer on. **2.** If the problem persists, replace the PCA Controller board for the input or output device. **3.** If the problem persists, replace the Formatter PCA.

Alphabetical error messages (LJ 9000)

Table 2-32 Alphabetical error messages (LJ 9000)

Message	Cause	Solution
[FS] DEVICE FAILURE To enter menus press ✓ alternates with READY To enter menus press ✓	• The printer detected a device failure on the specified device. • [FS] will be: ◆ DISK ◆ FLASH ◆ ROM DISK ◆ RAM DISK	• Turn the printer off and then turn it back on to continue. • Reseat the specified device. • Replace the specified device.
[FS] FILE OPERATION FAILED To enter menus press ✓ alternates with READY To enter menus press ✓	• A PJL file system command was received that attempted to perform an illogical operation. • [FS] will be: ◆ DISK ◆ FLASH ◆ ROM DISK ◆ RAM DISK	• Verify PJL command.
[FS] FILE SYSTEM IS FULL To enter menus press ✓ alternates with READY To enter menus press ✓	• A PJL file system command was received that attempted to store something on the file's system, but was unsuccessful. • [FS] will be: ◆ DISK ◆ FLASH ◆ ROM DISK ◆ RAM DISK	• Clear the file system. • Check with the system administrator.

Table 2-32 Alphabetical error messages (continued) (LJ 9000)

Message	Cause	Solution
[FS] is write protected To enter menus press ✓ alternates with READY To enter menus press ✓	• The file system device is protected, and no new files can be written to it. • [FS] will be: ◆ DISK ◆ FLASH ◆ ROM DISK ◆ RAM DISK	• Remove the file system protection. • Check with the network administrator.
<BINNAME> FULL Remove all paper from bin	• The specified output bin is full.	• Empty the specified output bin. • Ensure the flag moves freely. • If the error persists, perform the service test.
ACCESS DENIED MENUS LOCKED	• Security mechanism is enabled.	• Check with the network administrator.
BAD DUPLEXER CONNECTION For help press ?	• The duplexer is not connected correctly.	• Ensure the correct duplexer is installed. • Reseat the duplexer. • Replace the duplexer.
BAD OPTIONAL TRAY CONNECTION	• An optional tray is not connected correctly.	• Turn the printer off. • Disconnect and reconnect the cables. • Turn the printer on.
BAD TRAY 1 CONNECTION For help press ?	• Tray 1 is not connected correctly.	• Reinstall tray 1. • Replace tray 1.
CARTRIDGE FAILURE For help press ? alternates with RETURN FOR REPLACEMENT For help press ?	• Print cartridge is defective. • Toner sensor contact assembly is defective. • HVPS is defective.	• Remove and reinstall the print cartridge. • Replace cartridge. • Replace toner sensor contact assembly. • Replace the HVPS.

Table 2-32 Alphabetical error messages (continued) (LJ 9000)

Message	Cause	Solution
CARTRIDGE LOW-XXXX PAGES ESTIMATED FOR HELP PRESS ? alternates with TO CONTINUE PRESS ✓	• The toner in the print cartridge is low, and the "cartridge low" setting is set to stop. • The XXXX starts at 8 percent toner capacity remaining. • When estimated pages reaches 0, the message is replaced with "REPLACE CARTRIDGE."	• Order print cartridge. • To continue press SELECT. • Replace cartridge. • Replace toner sensor contact assembly. • Replace the HVPS. • Replace the DC controller.
CARTRIDGE OUT REPLACE CARTRIDGE For help press ?	• The print cartridge has reached 0 percent of mechanical life.	• Replace the print cartridge. • Replace the toner sensor contact assembly. • Replace the HVPS. • Replace the DC controller.
CARTRIDGE OUT REPLACE CARTRIDGE For help press ? alternates with READY To enter menus press ✓	• The toner in the cartridge has reached 0 percent. • The printer continues to print until drum life has reached 0 percent.	• Replace the print cartridge.
CHOSEN PERSONALITY NOT AVAILABLE For help press ? alternates with READY To enter menus press ✓	• The PJL encountered a request for a personality that did not exist in the printer. • The job is aborted. No pages will print.	• Change font request. • Install additional fonts.
CLEARING PAPER FROM PRINTER	• Media was detected in the paper path. • The printer will attempt to eject the media.	• No action required. • If jam does not clear, remove any media from inside.

Table 2-32 Alphabetical error messages (continued) (LJ 9000)

Message	Cause	Solution
CLOSE FRONT DOOR For help press ?	• The front door is open.	• Close the front door. • If continuous, perform the service test.
CLOSE FRONT OR LEFT DOOR For help press ?	• The front door is open. • The left door is open.	• Close the front door. • Close the left door. • If continuous, perform the service test.
CLOSE RIGHT DOOR For help press ?	• The right door is open.	• Close the right door. • If continuous, perform the service test.
CREATING CLEANING PAGE	• A cleaning page is printing.	• When the cleaning page is complete, follow the instructions on the page to process the cleaning page.
DATA RECEIVED PRESS ✓ TO CONTINUE alternates with READY To enter menus press ✓	• The printer has received data.	• Press SELECT to print last page.
DETECTABLE SIZE IN TRAY XX For help press ? alternates with DETECTABLE SIZE IN TRAY XX Move switch to standard	• Standard size media is loaded in tray XX, but the switch is set for custom.	• Set switch to standard.
DUPLEX ERROR REMOVE DUPLEXER Install duplexer with power off	• The duplexer was removed.	• Turn the printer off. • Remove and reinstall the duplexer. • Turn the printer on.

Table 2-32 Alphabetical error messages (continued) (LJ 9000)

Message	Cause	Solution
EIO DISK X NOT FUNCTIONAL For help press ?	• The hard disk in the EIO slot X is not working correctly.	• Reseat the hard disk. • Replace the hard disk.
FINISHER ALIGN ERROR	• An alignment error occurred in the external paper finishing device.	• Job cannot be finished.
FLASH DISK X INITIALIZING	• A new flash DIMM has been installed and is initializing.	• No action required. • Do not turn power off during initialization.
INCORRECT PIN	• The wrong PIN has been entered. • This message only appears for 2 seconds, then returns to the previous screen so the user can re-enter the pin.	• Re-enter the PIN.
INPUT PAPER PATH OPEN	• The paper path between the printer and the external paper handling input device is open.	• Close the input device paper path.
INSERT OR CLOSE TRAY XX For help press ?	• Tray XX must be inserted or closed.	• If tray XX is removed, install tray XX. • Close tray XX. • If continuous, perform the service test.
INSTALL CARTRIDGE For help press ?	• The print cartridge is missing, or is not correctly installed.	• Locate and install a print cartridge. • Reinstall the print cartridge. • Ensure the cartridge handle is in the locked position. • Replace the print cartridge.
INSTALL CONNECTION UNIT For help press ?	• The paper path connection unit was not installed in the right access door.	• Locate and install the paper path connection unit. • Reinstall the paper path connection unit. • Replace the connection unit.

Table 2-32 Alphabetical error messages (continued) (LJ 9000)

Message	Cause	Solution
LOAD TRAY XX [TYPE] [SIZE] For help press ? alternates with To use another tray press ✓	• Tray XX is configured for a specific type and size required for a job that has been sent; however, the tray is empty.	• Insert media into tray XX. • Select a different tray by pressing SELECT. • Verify application settings.
LOADING PROGRAM XX Do not power off	• Programs or fonts are being loaded into RAM. • The process can take a long time to load into RAM, depending on the size of the entity.	• No action required. • Do not turn power off during this process.
MANUAL FEED [TYPE] [SIZE] For help press ? alternates with To use another tray press ✓	• A job has been sent to the printer; however, the specified size media is not available.	• Insert correct media into tray 1. • Select a different tray.
MEMORY FULL STORED DATA LOST	• There is no available memory in the printer. • The current job may not print correctly, and some resources (downloaded fonts) may have been lost.	• Simplify job. • Install additional memory.
MEMORY SETTINGS CHANGED	• The resource saving or I/O buffering settings had to be changed by the printer. There was not enough memory to use the previous settings.	• Verify application settings • Simplify job. • Install additional memory.
MEMORY SHORTAGE JOB CLEARED For help press ? alternates with READY To enter menus press ✓	• The printer ran out of free memory. The remainder of the job will be canceled.	• Add memory. • Add hard disk. • Verify job/application settings. • Simplify job.

Table 2-32 Alphabetical error messages (continued) (LJ 9000)

Message	Cause	Solution
MEMORY SHORTAGE PAGE SIMPLIFIED For help press ? alternates with READY To enter menus press ✓	• The printer adaptive data compression had to fit the raster graphics in the available memory.	• Simplify job. • Add memory. • Add hard disk.
NON HP CARTRIDGE DETECTED For help press ?	• A non-HP print cartridge has been installed.	• No action required. **Note** This message will only display for 30 seconds, then return to the READY state. **Note** Cartridge low/out message will not occur with non-HP print cartridges.
OPTIONAL BIN 1 FULL Remove all paper from bin	• The face-up bin is full. More than 125 pages have been collected in the face-up bin.	• Remove all media from the face-up bin.
OPTIONAL BIN 2 FULL Remove all paper from bin	• The stapler bin is full. More than 3000 sheets of Letter/A4 media have been collected in the stapler bin.	• Remove all media from the stapler bin.
OUTPUT PAPER PATH OPEN	• The paper path between the printer and the external paper handling output device is open.	• Close the output device paper path.
PAUSED To return to ready press RESUME key	• PAUSE/RESUME has been pressed. Printing has stopped but the job may still be received.	• Press PAUSE/RESUME to return the device to ready.

Table 2-32 Alphabetical error messages (continued) (LJ 9000)

Message	Cause	Solution
PERFORM PRINTER MAINTENANCE For help press ?	• The printer has reached its prescribed printed page threshold of 350,000 pages between maintenance periods.	• Perform printer maintenance.
PERFORMING UPGRADE	• A firmware upgrade is being received.	• No action required. • Do not turn off power during this operation.
POWERSAVE ON	• The printer is in the PowerSave mode.	• No action required. **Note** Press any key on the control panel to return the device to ready.
PRINTING PAPER PATH TEST	• The printer is performing a paper path test.	• No action required. • Test generated to test the paper path.
PRINTING REGISTRATION PAGE	• The printer is producing a registration page.	• After printing of page is complete, adjust the settings to center the image on the page. • Follow the directions on the page.
RECEIVING UPGRADE	• The firmware is in the process of upgrading.	• No action required. • Do not turn power off during the upgrade.
RESEND UPGRADE	• The firmware upgrade process was not completed.	• Resend the upgrade. • Do not turn power off during the upgrade.
RESETTING FACTORY SETTINGS	• Restore factory settings has been selected. • A cold reset has been performed.	• No action required. • Reset the configurations.
ROTATE PAPER IN TRAY XX For help press ?	• A job requires booklet printing, but none of the trays has letter or A4 paper loaded in the proper orientation.	• Rotate paper in tray. • Verify application settings.

Table 2-32 Alphabetical error messages (continued) (LJ 9000)

Message	Cause	Solution
ROTATE PAPER IN TRAY XX For help press ? alternates with READY To enter menus press ✓	• Tray XX has been loaded with Letter or A4 media in the portrait orientation, but the job that used the tray did not specify portrait.	• No action required. • Verify application settings. • Verify tray settings. **Note** To improve performance, rotate media.
SIZE MISMATCH TRAY XX = [SIZE] For help press ?	• Media loaded in tray is longer or shorter in the feed direction than the size the tray is configured for.	• Verify tray settings. • Set the tray switch to standard. If custom size media is used, set the X and Y values in the custom setting of the control panel.
STAPLER ALIGN ERROR	• The paper in the external paper handling stapling device is unaligned.	• Clean rollers at the accumulator.
STAPLER JAM For help press ?	• The stapler is jammed.	• Clear the jammed staples.
STAPLER LOW ON STAPLES For help press ? alternates with READY To enter menus press ✓	• The stapler is running out of staples.	• Replace the staple cartridge.
STAPLER OUT OF STAPLES For help press ?	• The stapler is out of staples.	• Replace the staple cartridge.
STAPLING INTERRUPTION	• The stapler has an obstruction that must be removed before stapling can continue.	• Remove the obstruction.
TRAY XX CONTAINS UNKNOWN MEDIA	• The media type in the specified tray cannot be determined.	• Verify tray settings. • Be more specific in the media settings.

Table 2-32 Alphabetical error messages (continued) (LJ 9000)

Message	Cause	Solution
TRAY XX EMPTY [TYPE] [SIZE] To enter menus press ✓ alternates with READY To enter menus press ✓	• The specified tray is empty, but the current job does not need this tray to print correctly.	• Load additional paper into tray.
TRAY XX OPEN For help press ? alternates with READY To enter menus press ✓	• The specified tray is open, but the current print job does not require this tray to print.	• Close tray.
TRAY XX SIZE= *DETECTED SIZE For help press ? alternates with TRAY X SIZE= *DETECTED SIZE To change, move switch in tray x	• The custom switch is in the "Standard" position, and the user selects a value from the menu.	• Verify tray settings. • Verify application settings. • Set the tray switch to "Custom," or do not select a value from the menu.
TRAY XX [TYPE] [SIZE] DETECTED SIZE	• Displays what size media has been detected in the tray XX, when the tray is closed and the custom switch has not been changed.	• No action required. • If custom size media is installed, change the custom switch to the correct position.
TYPE MISMATCH TRAY XX= [TYPE] For help press ?	• The system has detected a transparency in the paper path coming from tray XX.	• Reconfigure the tray for transparencies. • If no transparencies are installed, replace the OHT sensor (PS1).
UNABLE TO STORE JOB	• A memory, disk, or configuration problem has prevented the job from being stored.	• Check display panel for additional messages.

Table 2-32 Alphabetical error messages (continued) (LJ 9000)

Message	Cause	Solution
UNSUPPORTED SIZE IN TRAY XX	• A job has been received that requires a specified size media that is not supported by the printer.	• Reformat the print job to use a supported size. • Cancel job.
USE [TYPE] [SIZE] FROM TRAY N INSTEAD	• The requested paper size or type is not available. The printer asks if it should use another paper type or size instead.	• Select a different type, size, or tray to use. Use UP ARROW and DOWN ARROW to view the available media in the printer and press SELECT to select the highlighted tray. • Verify application settings.
WAIT FOR PRINTER TO REINITIALIZE	• A RAM disk setting has been changed. The printer is automatically restarting. • An external device setting has changed. The printer is automatically restarting.	• No action required. • Do not turn power off during initialization.

Table 2-33 Numerical error messages (LJ 9000)

Message	Cause	Solution
13.01.00 JAM IN TRAY 1 FOR HELP PRESS ?	• A page is jammed in the paper path at the tray 1 feed area.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Perform the service test. • If the jam persists, replace the PIU. • Replace the tray 1 pickup rollers. • Replace tray 1.
13.01.00 JAM IN TRAY X FOR HELP PRESS ?	• A page is jammed in the paper path at tray X feed area.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Perform the service test. • If the jam persists, replace the PIU. • Replace the tray 1 pickup rollers. • Replace tray 1.
13.01.00 JAM INSIDE RIGHT DOOR FOR HELP PRESS ?	• A page is jammed in the paper path at the feed area.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Verify that the pickup roller is installed correctly (try swapping this roller with a roller out of a working tray or feeder) • Perform the service test. • If the jam persists, replace the PIU. • Replace the tray 1 pickup rollers. • Replace tray 1.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
13.03.00 JAM IN TRAY 1 FOR HELP PRESS ?	• A page is jammed in the paper path at the tray 1 feed area.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Perform the service test. • If the jam persists, replace the PIU. • Replace the tray 1 pickup rollers. • Replace tray 1.
13.03.00 JAM IN TRAY X FOR HELP PRESS ?	• A page is jammed in the paper path at tray X feed area. • The page did not reach PS2 in the specified time.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Perform the service test. • When feeding from trays 2 or 3, If the jam persists, replace the PIU. • If feeding from tray 1, Replace the tray 1 pickup rollers. • Replace tray 1.
13.03.00 JAM INSIDE RIGHT DOOR FOR HELP PRESS ?	• A page is jammed in the paper path at the feed area.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Perform the service test. • If the jam persists, replace the PIU. • Replace the tray 1 pickup rollers. • Replace tray 1.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
13.05.00 JAM INSIDE FRONT DOOR FOR HELP PRESS ?	• A page is jammed in the paper path at the fuser area. • The page's leading edge did not reach PS502 in the specified time.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • If the jam persists, replace the print cartridge. • Replace the transfer roller assembly. • Replace the fuser.
13.05.00 JAM INSIDE RIGHT DOOR FOR HELP PRESS ?	• A page is jammed in the paper path at the fuser area. • The page's leading edge did not reach PS502 in the specified time.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • If the jam persists, replace the print cartridge. • Replace the transfer roller assembly. • Replace the fuser.
13.06.00 JAM INSIDE FRONT DOOR FOR HELP PRESS ?	• A page is jammed in the paper path at the fuser area.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • If the jam persists, replace the fuser.
13.06.00 JAM INSIDE LEFT DOOR FOR HELP PRESS ?	• A page is jammed in the paper path at the fuser area.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • If the jam persists, replace the fuser.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
13.09.00 JAM INSIDE FRONT DOOR For help press ?	• A page is jammed in the paper path at the face-down bin. • The page's leading edge did not reach PS1451 in the face down bin in the specified time	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Perform service test B4. Replace parts as required. • Reseat the connections to the DC controller. • Verify proper movement of the delivery flags. • If the jam persists, replace the delivery unit. • Replace the DC controller.
13.09.00 JAM INSIDE LEFT DOOR For help press ?	• A page is jammed in the paper path at the face-down bin.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Reseat the connections to the DC controller. • Verify proper movement of the delivery flags. • If the jam persists, replace the delivery unit. • Replace the DC controller.
13.0A.00 JAM INSIDE LEFT DOOR FOR HELP PRESS ?	• A page is jammed in the paper path. Access through the left door. • The page's trailing edge did not pass PS1457 in the specified time.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • If the jam persists, replace the delivery unit. • Replace the diverter.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
13.0A.00 JAM IN TOP OUTPUT BIN For help press ?	• A page is jammed in the paper path at the face-down bin.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • If the jam persists, replace the delivery unit. • Replace the diverter.
13.10.00 JAM INSIDE DUPLEXER DOOR For help press ?	• A page is jammed in the paper path at the reversing area. • The page's leading edge did not reach PS2002 in the specified time.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Reseat the duplexer. • Reseat the connections to the DC controller. • If the jam persists, replace the duplexer.
13.10.00 JAM INSIDE LEFT DOOR For help press ?	• A page is jammed in the paper path at the reversing area.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Reseat the duplexer. • Reseat the connections to the DC controller. • If the jam persists, replace the duplexer.
13.11.00 JAM INSIDE DUPLEXER DOOR For help press ?	• A page is jammed in the paper path at the reversing area. • The page's trailing edge did not pass PS2002 in the specified time.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Reseat the duplexer. • Reseat the connections to the DC controller. • If the jam persists, replace the duplexer.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
13.11.00 JAM INSIDE LEFT DOOR For help press ?	• A page is jammed in the paper path at the reversing area.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Reseat the connections to the DC controller. • If the jam persists, replace the duplexer.
13.11.05 JAM IN INPUT ACCESSORY For help press ?	• A page is jammed in the paper path at the registration area. • Pickup delay jam of the HCI.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Perform a paper path test. • If the jam persists, replace the paper pickup assembly.
13.11.06 JAM IN INPUT ACCESSORY For help press ?	• Pickup stationary jam. The page cannot go through the pickup sensor area	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Perform a paper path test. • Look for media inside of the right door area. • If the jam persists, replace the paper pickup assembly.
13.11.07 JAM IN INPUT ACCESSORY For help press ?	• A page is jammed in the right door area. • A page is has stopped in the registration area. • A page is in the pickup area when power is turned on or the doors are closed.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • If the jam persists, replace the vertical transfer unit (VTU).

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
13.11.08 JAM IN INPUT ACCESSORY For help press ?	• A page is jammed in the paper path at the VTU registration area. • A page is in the delivery area of the HCI.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Verify that the VTU sensor is functional. • If the jam persists, replace the VTU sensor. • Replace the VTU
13.11.09 JAM IN INPUT ACCESSORY For help press ?	• A page is jammed in the paper path at the right door area. • A page can not go through VT4/VRA or PA4.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • If the jam persists, replace the diverter.
13.11.10 JAM IN INPUT ACCESSORY For help press ?	• Residual jam in the delivery area when power is turned on or the doors are closed.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • If the jam persists, replace the diverter.
13.12.00 JAM INSIDE DUPLEXER DOOR For help press ?	• A page is jammed in the paper path at the duplexer. • The page's leading edge did not pass PS2002 in the specified time.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Perform a paper path test. • If the jam persists, replace the fuser. • Replace the duplexer. • Replace the diverter.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
13.12.00 JAM INSIDE LEFT DOOR For help press ?	• A page is jammed in the paper path at the duplexer.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Perform a paper path test. • If the jam persists, replace the fuser. • Replace the duplexer. • Replace the diverter.
13.12.01 JAM IN LEFT ACCESSORY For help press ?	• Media is present in the flipper when power is turned on. • An auto flush operation was not possible.	• Clear the jam. • Turn power off and back on. • Send two pages through for a test job. • Replace the flipper assembly.
13.12.02 JAM IN LEFT ACCESSORY For help press ?	• Media never reached the flipper input area.	• Clear the jam. • Turn power off and back on. • Send two pages through for a test job. • Replace the flipper assembly.
13.12.03 JAM IN LEFT ACCESSORY For help press ?	• Media is jammed in the flipper entry area.	• Clear the jam. • Turn power off and back on. • Send two pages through for a test job. • Replace the flipper assembly.
13.12.04 JAM IN LEFT ACCESSORY For help press ?	• Media is jammed in the flipper internal area.	• Clear the jam. • Turn power off and back on. • Send two pages through for a test job. • Replace the flipper assembly.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
13.12.10 JAM IN LEFT ACCESSORY For help press ?	• Media was present in the paper path when power was turned on.	• Clear the jam. • Check for mechanical interference in the flipper and paper path rollers. • Turn power off and back on. • Send two pages through for a test job. • Replace the paper path assembly.
13.12.11 JAM IN LEFT ACCESSORY For help press ?	• Media stopped while flipping. • Media never reached the FLEXIT sensor.	• Clear the jam. • Check for mechanical interference in the flipper and paper path rollers. • Turn power off and back on. • Send two pages through for a test job. • Replace the paper path assembly.
13.12.12 JAM IN LEFT ACCESSORY For help press ?	• Media has stopped in the paper path.	• Clear the jam. • Check for mechanical interference in the flipper and paper path rollers. • Turn power off and back on. • Send two pages through for a test job. • Replace the paper path assembly.
13.12.13 JAM IN LEFT ACCESSORY For help press ?	• Media has stopped in the paper path. • Media is jammed entering the accumulator or offset module.	• Clear the jam. • Check for mechanical interference in the flipper and paper path rollers. • Check for jams at the accumulator or the offset module. • Turn power off and back on. • Send two pages through for a test job. • Upgrade firmware. • Replace the paper path assembly.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
13.12.20 JAM IN LEFT ACCESSORY For help press ?	• Media is present in the accumulator when power was turned on. • The media is activating this sensor in accumulation.	• Clear the jam. • Turn power off and back on. • Send two pages through for a test job. • Upgrade firmware. • Replace the accumulator assembly.
13.12.21 JAM IN LEFT ACCESSORY For help press ?	• Media is jammed in the accumulator entry area.	• Clear the jam. • Turn power off and back on. • Send two pages through for a test job. • Upgrade firmware. • Replace the accumulator assembly.
13.12.22 JAM IN LEFT ACCESSORY For help press ?	• GW sensor never activated. **Note** This jam might be a hardware malfunction if the failure persists consistently.	• Clear the jam. • Turn power off and back on. • Send two pages through for a test job. • Replace the accumulator assembly.
13.12.23 JAM IN LEFT ACCESSORY For help press ?	• Media is jammed in the accumulator exit area.	• Clear the jam. • Turn power off and back on. • Send two pages through for a test job. • Replace the accumulator assembly.
13.12.24 JAM IN LEFT ACCESSORY For help press ?	• Retainer sensor does not activate. **Note** This jam might be a hardware malfunction if the failure persists consistently.	• Clear the jam. • Turn power off and back on. • Send two pages through for a test job. • Replace the accumulator assembly.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
13.12.30 JAM IN LEFT ACCESSORY For help press ?	• The carriage hit the media. • Media is jammed between the carriage and the stack of paper in the stapling area. • The carriage motor does not detect movement; it should be finding the home position.	• Clear the jam. • Perform a staple position calibration. • Send a staple job to the stapler. • Turn power off and back on. • Replace the carriage assembly. • Replace the stapler unit.
13.12.31 JAM IN LEFT ACCESSORY For help press ?	• Media is jammed in the stapler unit.	• Clear the jam. • Turn power off and back on. • Send a staple job to the stapler. • Replace the stapler unit. • Replace the carriage assembly.
13.12.40 JAM IN LEFT ACCESSORY For help press ?	• Media is present in the offset module when power is turned on.	• Clear the jam. • Turn power off and back on. • Send two pages through for a test job. • Replace the offset assembly.
13.12.41 JAM IN LEFT ACCESSORY For help press ?	• The offset module did not reach its target position. **Note** This jam might be a hardware malfunction if the failure repeats five consecutive times.	• Clear the jam. • Turn power off and back on. • Send two consecutive jobs for an offset test. • Replace the offset assembly.
13.12.42 JAM IN LEFT ACCESSORY For help press ?	• Media is jammed in the offset module exit area.	• Clear the jam. • Turn power off and back on. • Send two pages through for a test job. • Replace the offset assembly.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
13.13.00 JAM INSIDE DUPLEXER DOOR For help press ?	• A page is jammed in the paper path at the duplexer. • The pages trailing edge did not pass PS2004 in the specified time.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Reseat the duplexer. • If the jam persists, replace the duplexer.
13.13.00 JAM INSIDE LEFT DOOR For help press ?	• A page is jammed in the paper path at the duplexer.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • If the jam persists, replace the duplexer.
13.20.00 JAM INSIDE FRONT DOOR For help press ?	• A page is jammed in the paper path. • Paper is present in the printer.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Reseat the duplexer. • Perform a service test. • Verify proper seating of the leaf springs under the HVPS. • If the jam persists, replace the fuser. **Note** Perform a paper path test after performing these procedures.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
13.20.00 JAM INSIDE LEFT DOOR For help press ?	• A page is jammed in the paper path. • Paper is present in the printer.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Perform a service test. • Verify proper seating of the leaf springs under the HVPS. • If the jam persists, replace the fuser. **Note** Perform a paper path test after performing these procedures.
13.21.00 JAM INSIDE FRONT DOOR For help press ?	• A door is open.	• Closing the door will cause the printer to attempt to clear the paper path. • Clear the jam in the indicated area. • Perform a paper path test. • Perform a service test. • Verify that the interlock switches are working correctly. • If the jam persists, replace the front door.
13.21.00 JAM INSIDE LEFT DOOR For help press ?	• A door is open.	• Closing the door will cause the printer to attempt to clear the paper path. • Clear the jam in the indicated area. • Perform a paper path test. • Perform a service test. • Verify that the interlock switches are working correctly. • If the jam persists, replace the left door.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
13.30.00 JAM IN TRAY 1 FOR HELP PRESS ?	• A page is jammed in the pickup area of tray 1.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Perform the service test. • If the jam persists, replace the PIU. • Replace the tray 1 pickup rollers. • Replace tray 1.
13.30.00 JAM IN TRAY X FOR HELP PRESS ?	• A page is jammed in the pickup area of tray X.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Perform the service test. • If the jam persists, replace the PIU. • Replace the tray X pickup rollers. • Replace tray X.
13.30.00 JAM INSIDE RIGHT DOOR FOR HELP PRESS ?	• A page is jammed in the pickup area of tray 1.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Perform the service test. • If the jam persists, replace the PIU. • Replace the tray 1 pickup rollers. • Replace tray 1.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
13.31.00 JAM INSIDE FRONT DOOR For help press ?	• A page is jammed in the paper path at the fuser area. • The pages leading edge passed PS502, however the trailing edge did not pass PS501 in the specified time.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • If the jam persists, replace the fuser.
13.31.00 JAM INSIDE LEFT DOOR For help press ?	• A page is jammed in the paper path at the fuser area.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • If the jam persists, replace the fuser.
13.32.00 JAM INSIDE RIGHT DOOR For help press ?	• A page is jammed in the paper path at the feed area. • The page did not leave PS2 in the specified time.	• Clear the jam in the indicated area. • Closing the door will cause the printer to attempt to clear the paper path. • Replace the registration assembly. • If the jam persists, replace the PIU.
14.X Jam For help press ?	• A page is jammed in one of the trays. X = 2 Tray 2 X = 3 Tray 3	• Verify that the media meets specifications and is stored correctly. • Clean the indicated tray's feed rollers. • Replace the indicated tray's feed rollers.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
20 INSUFFICIENT MEMORY For help press ? alternates with 20 INSUFFICIENT MEMORY To continue press ✓	• More data has been received from the computer than fits in the printer internal memory.	• To continue printing, press SELECT. Only the amount of data that fits in the internal memory is printed. • Simplify the print job. • Add memory.
21 PAGE TOO COMPLEX For help press ? alternates with 21 PAGE TOO COMPLEX To continue press ✓	• The page formatting process was too complex.	• To continue printing, press SELECT. (Some data will be lost.) • Simplify the print job. • To print the job without losing data, set PAGE PROTECT=ON in the configuration menu. Do not leave the PAGE PROTECT=ON or print performance will degrade. Normal setting is PAGE PROTECT=AUTO. • Add memory.
22 EIO X BUFFER OVERFLOW To continue press ✓	• The printer EIO card in slot X has overflowed the I/O buffer during a busy state.	• To continue printing, press SELECT. There will be some data loss. • Turn power off and then back on. • Move EIO card to a different slot. • Replace EIO card.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
22 PARALLEL I/O BUFFER OVERFLOW For help press ? alternates with 22 PARALLEL I/O BUFFER OVERFLOW To continue press ✓	• The printer parallel buffer has overflowed during a busy state.	• To continue printing, press SELECT. There will be some data loss. • Turn power off and then back on. • Reseat the parallel cable. • Replace the parallel cable. • Replace the formatter.
22 SERIAL I/O BUFFER OVERFLOW To continue press ✓	• The printer serial buffer has overflowed during a busy state.	• To continue printing, press SELECT. There will be some data loss. • Turn power off and then back on. • Reseat the serial cable. • Replace the serial cable. • Move the EIO card to a different slot. • Replace the EIO card.
40 BAD SERIAL TRANSMISSION To continue press ✓	• A serial data error (parity, framing, or line overrun) has occurred during the reception of data.	• To continue printing, press SELECT. • Turn power off and then back on. • Reseat the serial cable. • Replace the serial cable. • Move the EIO card to a different slot. • Replace the EIO card.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
40 EIO X BAD TRANSMISSION To continue press ✓	• A connection with the EIO card in slot X has been abnormally interrupted.	• To continue printing, press SELECT. • Turn power off and then back on. • Reseat the serial cable. • Replace the serial cable. • Move the EIO card to a different slot. • Verify application settings. • Replace the EIO card.
41.3 UNEXPECTED SIZE TRAY XX For help press ? alternates with LOAD TRAY XX [TYPE] [SIZE] To change size press ✓	• Tray XX has been loaded with media that is longer or shorter in the feed direction than the size configured for the tray.	• Replace the media with the correct size or reconfigure the tray to use the current size. • Press SELECT to select another tray. • Verify standard/custom switch setting. • Verify application settings.
41.5 UNEXPECTED TYPE TRAY XX For help press ? alternates with LOAD TRAY XX [TYPE] [SIZE] To change type press ✓	• Tray XX has been loaded with a media type (transparencies, envelopes) that is different than what the tray is configured to use.	• Replace the media with the correct type or reconfigure the tray to use the current type. • Press SELECT to select another tray. • Verify application settings.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
41.X PRINTER ERROR For help press ? alternates with To continue press ✓	• A printer error has occurred where X is detailed below. 1 Unknown misprint error. 2 Beam detect misprint error. 3. No video sync.	• To continue printing, press SELECT. • Turn the printer off and back on to continue. • Resend the print job. • Reseat connections to the laser/scanner and DC controller. • If error persists, replace the laser/scanner. • Replace the upper cable guide assembly. • Replace the DC controller.
49.X PRINTER ERROR To continue cycle power	• A critical firmware error has occurred.	• Turn the printer off and back on to continue. • Resend the job. • Update the firmware to the latest version.
50.X FUSER ERROR For help press ?	• A fuser error has occurred where X is detailed below. 1 Low fuser temperature. 2 Fuser warm up service. 3 High fuser temperature. 4 Faulty fuser. 5 Inconsistent fuser. 6 Faulty fuser.	• Turn the printer off and back on to continue. • Reseat connections to the fuser and DC controller. • Reseat the fuser. • If error persists, replace the fuser. • Replace the upper cable guide assembly. • Replace the LVPS. • Replace the DC controller.
51.X PRINTER ERROR For help press ? alternates with To continue cycle power	• A printer error has occurred where X is detailed below. 1 Beam detect error. 2 Laser error.	• To continue, turn the printer off then on. • Reseat connections to the laser/scanner and DC controller. • If error persists, replace the laser/scanner. • Replace the upper cable guide assembly. • Replace the DC controller.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
52.X PRINTER ERROR For help press ? alternates with To continue cycle power	• A printer error has occurred where X is detailed below. 0 Scanner error. 1 Scanner startup error. 2 Scanner rotation error.	• To continue turn the printer off then on. • Reseat connections to the laser/scanner and DC controller. • If error persists, replace the laser/scanner. • Replace the upper cable guide assembly. • Replace the DC controller.
53.XY.ZZ PRINTER ERROR For help press ?	• A DIMM error has occurred where X is detailed below. X = DIMM type 0 ROM 1 RAM Y = Device location 0 On board RAM/ROM 1 DIMM slot 1 2 DIMM slot 2 3 DIMM slot 3 4 DIMM slot 4 ZZ = Error number	• Turn the printer off and back on to continue. • Reseat the specified DIMM. • Move DIMM to a different slot. • If the problem persists, replace the specified DIMM. • Replace the formatter.
55.X PRINTER ERROR For help press ? alternates with To continue press ✓	• A temporary printer error has occurred.	• To clear the error, press SELECT. • Turn power off and then on. • Verify that maintenance kit is not due. • Reseat the formatter, DIMMs, and EIO cards. • Perform an engine test. • Perform a service test. • Replace the DC controller • Replace the formatter.
56.X PRINTER ERROR For help press ? alternates with To continue cycle power	• A temporary printer error has occurred. X = 1 Illegal input selection X = 2 Duplexer removed while printer power is on	• Turn the printer off and back on to continue. • Check printer configuration. • Check application settings. • Re-install the duplexer with the printer power off.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
57.X PRINTER ERROR To continue cycle power	• A printer error has occurred where X is detailed below. 1 Fan motor 1 error. 2 Fan motor 2 error. 3 Fan motor 3 error. 4 Fan motor 4 error. 5 Fan motor 5 error. 6 Fan motor 6 error.	• Turn the printer off and back on to continue. • Reseat connections to the specified fan and DC controller. • If error persists, replace the specified fan. • Replace the DC controller.
58.X PRINTER ERROR For help press ? alternates with To continue cycle power	• A printer error has occurred.	• Turn the printer off and back on to continue. • Check printer configuration. • Replace the print cartridge. • Replace the toner sensor contact assembly. • Replace the DC controller.
59.X PRINTER ERROR For help press ? alternates with To continue cycle power	• A printer error has occurred where X is detailed below. 0 Motor error. 1 Motor startup error. 2 Motor rotation error. 3 Fuser motor	• Turn the printer off and back on to continue. • Reseat connections to the DC controller. • Replace the print cartridge. • Perform a service test. • Check cable connections at the fuser motor. • Replace the fuser motor. • Replace the fuser. • Replace the main motor. • Replace the DC controller.
60.X PRINTER ERROR For help press ?	• Tray X is in the process of lifting the media to the top of the tray for proper feeding, but something is preventing the lift process. X = 2 Tray 2 X = 3 Tray 3	• Open tray X. • Check tray X for obstruction. • Remove and reseat tray X. • Swap trays 2 and 3. • Perform a service test. • Replace PJ4.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
62.X PRINTER ERROR To continue cycle power	• A printer error has occurred where X is detailed below. 1 Memory in DIMM slot 1 2 Memory in DIMM slot 2 3 Memory in DIMM slot 3 4 Memory in DIMM slot 4	• Turn the printer off and back on to continue. • Reseat the DIMM. • Move DIMM to a different slot. • Replace DIMM.
64 PRINTER ERROR For help press ? alternates with To continue cycle power	• Scan buffer error.	• Turn the printer off and back on to continue. • Reseat connections to the laser/scanner and DC controller. • If error persists, replace the laser/scanner. • Replace the DC controller.
66.11.00 INPUT DEVICE FAILURE For help press ?	• A failure in an external input device has occurred. • HCI lift failure 66.11.01 PPC4 not installed	• Check connections. • Turn the printer off and back on to continue. • Check for extra media in the tray 4 area. • Send two pages through for a test job. • Reseat the input device. • Replace the input device.
66.12.20 OUTPUT DEVICE FAILURE For help press ?	• The retainer sensor never activated. • The retainer DC motor, located in the accumulator, is damaged. • Device not able to finish power-on sequence.	• Check cables. • Turn the printer off and back on to continue. • Send two pages through for a test job. • Replace the accumulator assembly. • Replace the output device controller PCA.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
66.12.21 OUTPUT DEVICE FAILURE For help press ? alternates with CHECK CABLES AND CYCLE POWER	• The bearing bracket is damaged. • The accumulator wheel sensor is damaged. • Device not able to finish power-on sequence.	• Check cables. • Turn the printer off and back on to continue. • Send two pages through for a test job. • Replace the accumulator assembly. • Replace the output device controller PCA.
66.12.40 OUTPUT DEVICE FAILURE For help press ? alternates with CHECK CABLES AND CYCLE POWER	• The offset module did not reach the offset position. • The device firmware has detected five consecutive jams.	• Check cables. • Turn the printer off and back on to continue. • Send two pages through for a test job. • Replace the offset assembly. • Replace the output device controller PCA.
66.12.60 OUTPUT DEVICE FAILURE For help press ? alternates with CHECK CABLES AND CYCLE POWER	• EEPROM error. • EEPROM on the controller PCA is damaged.	• Check cables. • Turn the printer off and back on to continue. • Send two pages through for a test job. • Replace the output device controller PCA.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
66.12.70 OUTPUT DEVICE FAILURE For help press ? alternates with CHECK CABLES AND CYCLE POWER	• EEPROM error. • EEPROM on the controller PCA is damaged.	• Check cables. • Turn the printer off and back on to continue. • Send two pages through for a test job. • Replace the output device controller PCA.
68.X PERMANENT STORAGE WRITE FAIL For help press ? alternates with 68.X PERMANENT STORAGE WRITE FAIL To continue press ✓	• The printer NVRAM or hard disk is failing to write. • Printing can continue but there might be unexpected responses because an error occurred in permanent storage.	• To clear the error, press SELECT. • Check printer configuration. • Turn the printer off and back on to continue. • Reseat the hard disk. • Reinitialize the hard disk. • Replace the hard disk.
68.0 PERMANENT STORAGE ERROR For help press ? alternates with To continue press ✓	• One or more of the printer settings saved in the NVRAM or hard disk is invalid and has been reset to the factory default. • Printing can continue, but there might be unexpected responses because an error occurred in permanent storage.	• To clear the error, press SELECT. • Check printer configuration. • Turn the printer off and back on to continue. • Print a configuration page. • Perform a NVRAM initialization, and re-enter the configuration information. • Replace the formatter.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
68.1 PERMANENT STORAGE FULL For help press ? alternates with To continue press ✓	• The printer NVRAM or hard disk is full. • Printing can continue but there might be unexpected responses because an error occurred in permanent storage.	• To clear the error, press SELECT. • Check printer configuration. • Turn the printer off and back on to continue. • Reseat the hard disk. • Reinitialize the hard disk. • Replace the hard disk.
69.X PRINTER ERROR To continue cycle power	• A printer error has occurred where X is detailed below. 0 The duplex mechanism has failed. 1 The duplex side adjust has failed.	• Turn the printer off and back on to continue. • Make sure that power is off when re seating or replacing the duplexer. • Reseat the duplexer. • Perform a service test. • Perform a paper path test. • If the error persists, replace the duplexer.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
79.XXXX PRINTER ERROR To continue cycle power	• A critical hardware error has occurred.	• Turn the printer off and back on to continue. • Try printing a job from a different software application. If the job prints, go back to the first application and try printing a different file. (If the message only appears with a certain software application or print job, contact the software vendor for assistance.) • If the message persists, try the following: ◆ Turn power off and then on. ◆ Reseat or replace the interface cable. ◆ Remove the DIMMs one at time, turn power off and then on. ◆ Try using the parallel interface. ◆ Upgrade to the latest firmware. ◆ Remove the EIO cards and perform a cold reset. ◆ Remove the hard disk and turn the power off and then on. ◆ If the error persists, replace the formatter.
81 SERVICE For help press ?	• A temporary error has occurred while testing the printer.	• Turn the printer off and back on to continue. • If the error persists, replace the formatter.

Table 2-33 Numerical error messages (continued) (LJ 9000)

Message	Cause	Solution
80.XXXX EIO ERROR	• The EIO accessory card in slot X has encountered a critical error.	• Turn the printer off and back on to continue. • Reseat the EIO card. • Move the EIO card to a different slot. • If the error persists, replace the EIO card.
88.XXXX This error only appears in the event log. It will not appear on the control-panel display,	• 88.0000 indicates a service test was performed and the test did not generate any errors. • 88.NN.YY indicates a service test was performed and the test generated errors. See Table 31 in the service manual for error codes.	• No action required.
99 SERVICE For help press ?	• Firmware flash failure.	• Resend the flash upgrade. • Replace the flash DIMM.

Alphabetical printer messages (LJ 9000mfp)

Table 2. Alphabetical error messages (LJ 9000mfp)

Message	Cause	Solution
ADF COVER OPEN	The ADF feeder is open or the ADF feeder switch is not functioning correctly.	**1.** Close the ADF feeder. **2.** If the error persists, perform a SENSORS diagnostic in the diagnostics menu to test the ADF feeder switch.
ADF PAPER JAM	A page has jammed inside the ADF feeder and must be cleared before copying can continue.	**1.** Open the ADF feeder and remove the jammed media. Close the ADF feeder. **2.** Reload the document and press START. **3.** If the error persists, perform an ADF INPUT, ADF INPUT REVERSE, and ADF OUTPUT diagnostic in the diagnostics menu to verify proper functionality of the ADF feeder rollers. **4.** Verify that the pickup roller, feed roller assembly, separation belt assembly, and registration roller assemblies are clean and not damaged.

Table 2. Alphabetical error messages (continued) (LJ 9000mfp)

Message	Cause	Solution
ADF PICK ERROR	Too many pages have been placed in the ADF or the pages are not correctly paced in the ADF feeder. The pickup roller might be dirty, damaged, or not installed correctly.	**1.** Remove some of the pages and try the operation again. If necessary, open the ADF feeder and remove any jammed media, and then close the ADF feeder. **2.** Perform an ADF INPUT diagnostic in the diagnostics menu to verify that the pickup roller is functioning correctly. **3.** Preform a WEIGHT SOLENOID diagnostic in the diagnostics menu to verify the weight arm is functioning correctly. **4.** Verify that the pickup roller is clean and not damaged.
ADF SKEW ERROR	A skew in the ADF feeder has been detected by the ADF skew sensors.	**1.** Open the ADF feeder and remove the skewed media. Close the ADF feeder. **2.** Reload the document and press START. **3.** If the error persists, perform a SENSORS diagnostic in the diagnostics menu to verify that the skew front and skew back sensors are functioning correctly. **4.** Verify that the pickup roller, feed roller assembly, separation belt assembly, and registration roller assemblies are clean and not damaged.
FLATBED COVER OPEN	The ADF is open or the ADF open/closed sensor is not functioning correctly.	**1.** Close the ADF. **2.** If the error persists, perform a SENSORS diagnostic in the diagnostics menu to test the ADF open/closed sensor.
RESEND UPGRADE	Power to the MFP was lost during a firmware upgrade	Start the firmware upgrade operation over.

Numerical printer messages (LJ 9000mfp)

Table 3. Numerical error messages (LJ 9000mfp)

Message	Cause	Solution
30.0.01 SCANNER I/O FAILURE CHECK CABLES AND CYCLE POWER	Communication between the formatter and the copy processor board has failed.	**1.** Verify that the high-speed copy connect cable between the copy connect card and the copy processor board is correctly connected. **2.** Verify that the copy processor board is firmly seated into the connector on the intermediate PCB. **3.** Check for broken, frayed, or pinched wires. **4.** Verify that the copy processor board LEDs are illuminated.
30.0.02 SCANNER I/O FAILURE CHECK COPY CONNECT CARD	The IEEE-1394 copy connect card is not detected.	Refer to the steps in this table for clearing the scanner I/O failure.
30.1.02 ADF JAM	A page has jammed in the ADF.	Verify that the customer is using the correct procedures to feed pages from the ADF.
30.1.06 SCAN FAILURE	Flatbed fan failure.	**1.** With the MFP powered on, verify that the fan is not functioning. **2.** Check for loose connections and broken, frayed, or pinched wires. Reseat the fan connector at scanner control PCB location J110, and connector J163 on the flatbed fan. **3.** Replace the fan.
30.1.07 SCAN FAILURE	Communication error.	Powercycle.

Table 3. Numerical error messages (continued) (LJ 9000mfp)

Message	Cause	Solution
30.1.08 SCAN FAILURE	Flatbed motor failure.	**1.** Perform a FLATBED MOTOR diagnostic in the diagnostics menu to verify that the flatbed motor is functioning correctly. **2.** Check for loose connections and broken, frayed, or pinched wires. **3.** Reseat the flatbed motor connector at the SCB location J108. Replace the flatbed motor.
30.1.09 SCAN FAILURE	The pickup roller home position sensor is not detecting the pickup roller home position.	**1.** Perform an ADF INPUT diagnostic in the diagnostics menu to verify that the pickup roller assembly is functioning correctly. **2.** Check for loose connections and broken, frayed, or pinched wires. **3.** Reseat connector J112 on the SCB, connectors J701 and J703 on the ADF intermediate PCB, and connector J716 on the pickup roller home position detection sensor. **4.** Check the pickup roller home position detection sensor and the pickup roller assembly for disengagement or damage. Replace the SCB.

Table 3. Numerical error messages (continued) (LJ 9000mfp)

Message	Cause	Solution
30.1.10 SCAN FAILURE	ADF fan error.	**1.** With the MFP powered on, verify that the fan is not functioning. **2.** Check for loose connections and broken, frayed, or pinched wires. **3.** Reseat the fan connector at scanner control PCB location J109, and connector J156 on the ADF fan. **4.** Replace the ADF fan. **5.** Replace the SCB.
30.1.12 SCAN FAILURE	ADF ASIC error.	**1.** Powercycle. **2.** Reconnect connectors J158 and J159 on the ADF inverter PCB, and reconnect connector J104 on the SCB. **3.** Reconnect connector J102 on the ADF inverter PCB, connectors J301 and J304 on the ADF analog processor board, and J601 on the ADF CCD driver PCB. **4.** Reconnect connector J303 on the ADF analog processor PCB, and connector J602 on the ADF CCD driver PCB. **5.** Replace the ADF inverter PCB. **6.** Replace the ADF lamp assembly. **7.** Replace the ADF analog processor PCB. **8.** Replace the SCB. **9.** Replace the ADF optical assembly.

Table 3. Numerical error messages (continued) (LJ 9000mfp)

Message	Cause	Solution
30.1.13 SCAN FAILURE	Scanner ASIC error.	**1.** Powercycle. **2.** Reconnect connector J161 and J162 on the flatbed inverter PCB, and connector J205 on the SCB. **3.** Reconnect connector J103 on the SCB, J504 and J503 on the flatbed intermediate PCB, J201 and J202 on the flatbed analog processor PCB, and J601 on the flatbed CCD driver PCB. **4.** Reconnect connector J105 on the SCB, J502 and J501 on the flatbed intermediate PCB, J203 and J204 on the flatbed analog processor PCB, and J602 on the flatbed CCD driver PCB. **5.** Replace the flatbed inverter PCB. **6.** Replace the flatbed lamp assembly. **7.** Replace the SCB. **8.** Replace the flatbed optical assembly.
30.1.14 SCAN FAILURE	EEPROM error.	Replace the SCB.

Table 3. Numerical error messages (continued) (LJ 9000mfp)

Message	Cause	Solution
30.1.15 SCAN FAILURE	A condition has prevented the scan engine from initializing.	**1.** Verify that all covers are installed correctly and that the ADF and ADF feeder are closed. **2.** Powercycle. **3.** If the error persists, perform a SENSORS diagnostic in the diagnostics menu to verify that all of the sensors are functioning correctly. **4.** Check the LED status on the CPB. Follow the CPB troubleshooting instructions if the LEDs are not in the ready status.
30.1.16 SCAN FAILURE	Incorrect ADF width sensor values.	Perform an ADF WIDTH SENSOR calibration.
30.1.20 SCAN FAILURE	CPB processing error.	Powercycle.
30.1.21 SCAN FAILURE	CPB processing error.	Powercycle.
30.1.22 SCAN FAILURE	CPB processing error.	Powercycle.
30.1.25 SCAN FAILURE	CPB processing error.	Powercycle.

Gaining access to the service menu

Note

Some printers do not have a control panel display. Service mode information is modified and/or set using PJL commands from the MS-DOS Editor window.

Table 2-34 Gaining access to the service menu

Product	Instructions
LJ 1000/1005 LJ 1150/1300	Service menu is not supported.
LJ 2300	1. Press the SELECT button. 2. Use the UP ARROW or the DOWN ARROW button to scroll to SERVICE, and then press the SELECT button. The message SERVICE USE ONLY appears on the control panel. 3. Type the PIN code *11230002*, using the UP ARROW or the DOWN ARROW button to scroll to the correct number, and then press the SELECT button to set that number and move to the next number. 4. Finish entering the PIN and press the SELECT button.
LJ 3300mfp	1. Make sure that the control panel display shows READY. 2. Press MENU/ENTER. 3. Press **2** on the keypad. **Note** You can access the secondary service menu from any other menu by pressing 2. 4. Use the < and > keys to navigate the secondary service menu. 5. Exit the secondary service menu and remove it from the menu tree by pressing CANCEL to return to the READY display, then press CANCEL again.

Table 2-34 Gaining access to the service menu (continued)

Product	Instructions
LJ 4100 mfp	**1.** Press the MENU button. **2.** Press the DOWN ARROW button until the message SERVICE appears on the control panel display. **3.** Press the SELECT button. **4.** Enter the PIN code *04410002*, then press the SELECT Button.
LJ 4200/4300	The service menu is protected by use of a personal identification number (PIN). When you select SERVICE from the list of menus, you are prompted to type an eight-digit PIN code. **Note** The printer automatically exits the service menu after about one minute if no menu items are selected or changed. Use **PIN code 11420002** for the **LJ 4200** and **PIN code 11430002** for the **LJ 4300**. **1.** Press the SELECT button to open the menus. Use the UP ARROW button or the DOWN ARROW button to scroll to SERVICE, and then press the Select button. **2.** Press the UP ARROW button or the Down Arrow button until the first digit of the PIN code appears. Press the SELECT button to save that digit. Repeat this selection procedure until you have typed the entire eight-digit PIN code. You can use the LEFT ARROW button to return to a PIN digit. When the last digit is saved, the service submenu appears on the control-panel display. **3.** Use the UP ARROW button or the DOWN ARROW button to scroll to the service menu item that you want, and then press the SELECT button.
LJ 5000/5100	**1.** Hold down SELECT and CANCEL JOB while turning on the printer. (If the control panel reads INITIALIZING, the keys were released too soon.) **2.** Press the right side of the MENU key, then press SELECT. The message SERVICE MODE is displayed. To exit the Service Mode press GO.

Table 2-34 Gaining access to the service menu (continued)

Product	Instructions
LJ 8150	**1.** Hold down SELECT and CANCEL JOB while turning on the printer (If the control panel reads INITIALIZING, the keys were released too soon). **2.** Press the right side of the MENU key, then press SELECT. The message SERVICE MODE is displayed. After the printer warms up (if it was not warm already), and completes an internal test, the message SERVICE MODE will appear on the control-panel display. **3.** Press menu once to display SERVICE MENU. **4.** To exit the Service Mode press GO.
LJ 9000	**1.** Press SELECT. **2.** Use the UP ARROW or DOWN ARROW to scroll to SERVICE MENU. then press Select. **3.** Enter the service menu PIN code (00900001).
LJ 9000mfp	**1.** Touch MENU on the touch screen. **2.** Touch SERVICE MENU. **3.** Enter the PIN code (00900001).

Service menu items

Table 2-35 Service menu items

Product	Service menus item	Description
LJ 1000 LJ 1005 LJ 1150 LJ 1300	Service menu not supported.	NA
LJ 2300 **PIN code 11230002**	CLEAR EVENT LOG	Clears the event log.
	TOTAL PAGE COUNT The total number of pages printed can be found on the configuration page.	Set the total pages that have been printed to-date.
	REFURBISH PAGE COUNT	Not applicable---factory refurbish setting.
	SERIAL NUMBER	Serial number of the printer.
	SERVICE ID	Set the date when the printer was first used, rather than the date a replacement formatter was installed.
	COLD PAPER RESET	Reset size: letter or A4.
LJ 3300mfp	SECONDARY REPORTS	Continuous self-test Data store report Exit keypad map
	SCANLINE DATA	Red, blue, green corrected Red, blue, green uncorrected

Table 2-35 Service menu items (continued)

Product	Service menus item	Description
LJ 4100mfp **PIN code 04410002**	CLEAR EVENT LOG	Removes all recorded events
	TOTAL PAGE COUNT The total number of pages printed can be found on the configuration page.	Lifetime count of all pages--scanned, copied, and printed.
	MAINTENANCE COUNT Reset to 0 if a maintenance kit is installed.	Number of pages copied and printed since the last maintenance interval.
	MAINTENANCE INTERVAL	Number of pages copied and printed that will cause the Perform Printer Maintenance message to appear on the control-panel display (the default setting is 200,000 pages).
	ADF COUNT	Lifetime count of all pages scanned using the ADF.
	FLATBED COUNT	Lifetime count of all pages scanned using the flatbed.
	ADF SIMPLEX COUNT	Lifetime count of one-sided pages scanned using the ADF.
	COPY SCAN COUNT	Lifetime count of one-sided pages scanned for copy jobs using the ADF or the flatbed.
	SEND SCAN COUNT	Lifetime count of one-sided pages scanned for digital send jobs using the ADF or the flatbed
	COPY PAGES COUNT	Lifetime count of pages printed as output from copy jobs
	SCANNER SETTINGS	Scanner NVRAM settings can be saved and restored in case they are needed when upgrading MFP firmware.
	SERIAL NUMBER	Displays the MFP's serial number.
	COLD RESET PAPER	Default paper size when the MFP is reset (the default setting is letter).

Table 2-35 Service menu items (continued)

Product	Service menus item	Description
LJ 4200/4300 **LJ 4200** **PIN code** **11420002** **LJ 4300** **PIN code** **11430002**	CLEAR EVENT LOG	Clears the error event log
	TOTAL PAGE COUNT The total number of pages printed can be found on the configuration page.	Set the total pages that have been printed to-date
	MAINTENANCE COUNT Reset to 0 if a maintenance kit is installed.	The number of pages printed since the last maintenance kit was installed and this counter was reset to 0.
	MAINTENANCE INTERVAL	The number of pages that can print before the user is prompted to install a maintenance kit. When this number of pages is reached, the message PERFORM PRINTER MAINTENANCE appears on the control-panel display
	SERIAL NUMBER Re-enter the printer's serial (from the identification label) if a replacement formatter is installed	Printer serial number from the identification label
	SERVICE ID For information about restoring the service id, see the LJ 4200/4300 service manual.	Set the date when the printer was first used, rather than the date a replacement formatter was installed.
	COLD RESET (LETTER or A4)	Resets the default paper size when the formatter is replaced

Table 2-35 Service menu items (continued)

Product	Service menus item	Description
LJ 5000/5100	PAGE COUNT The total number of pages printed can be found on the configuration page.	Set the total pages that have been printed to date.
	MAINTENANCE COUNT Reset to 0 if a maintenance kit is installed	The number of pages printed since the last maintenance kit was installed and this counter was reset to 0.
	SERIAL NUMBER Re-enter the printer's serial (from the identification label) if a replacement formatter is installed.	Printer serial number from the identification label.
	COLD RESET (LETTER or A4)	Resets the default paper size when the formatter is replaced
	DIAGNOSTICS (ON or OFF)	Enables or disables firmware diagnostic features.
	CLEAR EVENT LOG	Clears the error event log
LJ 8150	PAGES=	Total number of pages printed.
	MAINTENANCE COUNT=	Number of pages printed since last maintenance.
	MAINTENANCE INTERVAL=	Allows a service technician to change the page count when the PERFORM PRINTER MAINTENANCE 350,000 is the default value.
	SERIAL NUMBER=	Displays the printer serial number.
	COLD RESET PAPER=	Press + to change setting. Press SELECT to save setting./
	DIAGNOSTICS=	For factory test purposes *only*. *Do not* change.
	CLEAR EVENT LOG	Press SELECT to activate. Printer returns to Ready when complete.

Table 2-35 Service menu items (continued)

Product	Service menus item	Description
LJ 9000 **PIN code 00900001**	CLEAR EVENT LOG	Clears the error event log
	TOTAL PAGE COUNT The total number of pages printed can be found on the configuration page.	Set the total pages that have been printed to date.
	MAINTENANCE COUNT Reset to 0 if a maintenance kit is installed.	The number of pages printed since the last maintenance kit was installed and this counter was reset to 0.
	MAINTENANCE INTERVAL	The number of pages that can print before the user is prompted to install a maintenance kit. When this number of pages is reached, the message PERFORM PRINTER MAINTENANCE appears on the control-panel display.
	SERIAL NUMBER Re-enter the printer serial number (from the identification label) if a replacement formatter is installed	Printer serial number from the identification label.
	COLD RESET (LETTER or A4)	Resets the default paper size when the formatter is replaced.
	STAPLER/STACKER	Performs a staple position calibration.

Table 2-35 Service menu items (continued)

Product	Service menus item	Description
LJ 9000mfp **PIN code 00900001**	CLEAR EVENT LOG	Clears the error event log
	TOTAL PAGE COUNT The total number of pages printed can be found on the configuration page.	Set the total pages that have been printed to date.
	MAINTENANCE COUNT Reset to 0 if a maintenance kit is installed.	The number of pages printed since the last maintenance kit was installed and this counter was reset to 0.
	MAINTENANCE INTERVAL	The number of pages that can print before the user is prompted to install a maintenance kit. When this number of pages is reached, the message PERFORM PRINTER MAINTENANCE appears on the control-panel display.
	ADF COUNT	Set the total pages that have been printed using the ADF.
	FLATBED COUNT	Set the total pages that have been printed using the flatbed.
	ADF SIMPLEX COUNT	Set the total pages that have been simplex printed using the ADF.
	DUPLEX COUNT	Set the total pages that have been duplex printed.
	COPY/SCAN COUNT	Set the total pages that have been copied by scanning.
	SEND/SCAN COUNT	Set the total pages that have been sent by scanning.
	COPY PAGES COUNT	Set the total pages that have been copied.
	ADF AND GLASS SETTINGS	various calibrations and margin adjustments.

NVRAM initialization

NVRAM initialization should always be executed immediately after replacing the firmware or the formatter board. This procedure aligns the firmware with the formatter. Not performing NVRAM initialization could result in deterioration of print quality. Before initializing NVRAM, be sure to write down the information listed below, if applicable.

- Total page count and color page count.
- Percentage of life remaining for both the transfer kit and the fuser kit.
- Serial number.

Note

This information is available on the configuration page or through the service mode.

After replacing the firmware or the formatter board, the following settings are changed or lost. If you do not want to accept the new values, use service mode to enter the previous settings that you wrote down prior to initializing.

- Total page count and total color page count
- Percentage of life remaining for the transfer kit
- Percentage of life remaining for the fuser kit
- Printer serial number

Table 2-36 Performing NVRAM initialization

Product	Instructions
LJ 1000/1005	The LJ 1000 and LJ 1005 do not support NVRAM initialization
LJ 1150/1300	**1.** Turn the printer off. **2.** Press and hold GO. **3.** Turn the printer back on, and continue to hold GO until the ATTENTION, READY, and GO lights turn on. **4.** Release GO. The device lights cycle from front to rear. The NVRAM initialization runs until completion, leaving the printer in the READY state.

Table 2-36 Performing NVRAM initialization (continued)

Product	Instructions
LJ 2300	**1.** Turn off the printer. **2.** Press and hold the DOWN ARROW button, and turn on the printer. **3.** When all three status lights are lit, release the DOWN ARROW button and press the UP ARROW button. **4.** Press PAUSE/RELEASE. The first item of a menu appears. **5.** Use the UP ARROW or DOWN ARROW button to scroll to NVRAM INIT, and press the SELECT button.
LJ 3300mfp	**1.** Unplug (or turn off) the printer from the power source. **2.** Press and hold down the SYMBOLS button and the ENTER/MENU button. **3.** Continue to hold down the buttons while you plug back in (or turn on) the product, through the entire power on sequence. **4.** When the control panel display reads PERMANENT STORAGE INITIALIZE or HP LASERJET 3200, release the keys. Allow the product to return to the READY state before using the product.
LJ 4100mfp	**1.** Turn the printer off. **2.** Hold down the DOWN button, and then turn the printer power on. Continue holding down the DOWN button until all three printer control panel lights remain on. Release the DOWN button. **3.** Press and release the UP button. **4.** Press and hold down the START button. **5.** Press and release the UP button. Release the START button. The message SKIP DISK LOAD appears on the control-panel display. **6.** Press the DOWN button until the message NVRAM INIT appears on the control-panel display. **7.** Press the SELECT button. The NVRAM initialization process begins. **8.** When completed, the printer initializes and the message READY will appear on the control-panel display. The MFP is ready to process jobs.

Table 2-36 Performing NVRAM initialization (continued)

Product	Instructions
LJ 4200/4300	**1.** Remove any installed accessories (for example, a stapler/stacker). **2.** Turn the printer off. **3.** Hold down the DOWN ARROW button, and then turn the printer power on. Continue holding down the DOWN ARROW button until all three printer control panel lights flash once and then remain on. This might take up to 10 seconds. **4.** Press the UP ARROW button. **5.** Press the PAUSE/RESUME button. The display should show SKIP DISK LOAD. **6.** Press the UP ARROW button until NVRAM INIT is highlighted. **7.** Press the SELECT button. The printer initializes NVRAM and then continues its initialization sequence.
LJ 5000/5100	**1.** Turn off the printer. **2.** While pressing CANCEL JOB turn the printer on. CLEANUP NVRAM appears briefly on the display, followed by INITIALIZING. After a few seconds, READY appears.
LJ 8150	**Note** This procedure cleans up the NVRAM by removing old areas that are not being used. **1.** Turn off the printer. **2.** Hold down the CANCEL JOB button and turn the printer back on.

Table 2-36 Performing NVRAM initialization (continued)

Product	Instructions
LJ 9000	**1.** Turn off the printer. **2.** Press and hold the SELECT button. **3.** Turn the printer on. **4.** Continue to hold the DOWN ARROW button until all three control panel lights illuminate, then release the DOWN ARROW button. **5.** Press the UP ARROW button and then the PAUSE/RESUME button. **6.** When SKIP DISK appears on the display, press the UP ARROW button. **7.** When NVRAM INIT appears on the display, press the SELECT button.The printer starts without recognizing the hard disk. **8.** Re-enter the serial number, page count, and maintenance count in service mode.
LJ 9000mfp	**1.** Turn the printer off. **2.** Press and hold down the number 9 button. Turn the printer on. **3.** All three LEDs will light up and then turn off. When the READY and ATTENTION LEDs illuminate for a second time, release the number 9 button. **4.** Press the number 3 button. Press the START button. The message SKIP DISK LOAD will appear on the control-panel display. **5.** Press the number 3 button. The message NVRAM INIT will appear on the control-panel display. **6.** Press the number 6 button. The NVRAM initializes. **7.** Re-enter the serial number, page count, and maintenance count in service mode.

Hard drive initialization

Table 2-37 Hard drive initialization

Product	Instructions
LJ 1000/1005 LJ 1150/1300 LJ 2300 LJ 3300mfp	Hard disk initialization not supported.
LJ 4100mfp	**1.** Turn the product power off. **2.** Press and hold down the START button. Turn the product power on. Continue to hold down the START button until the printer initializes and the three control panel LEDs illuminate continuously. Release the START button. **3.** Press and release the LEFT navigation button. The message INITIALIZE DISKS appears on the control-panel display. **4.** Press and release the SELECT button. Two rows of asterisks appear on the control-panel display. When the astericks disappear and the message READY appears on the control panel display, the mfp can process jobs.

Table 2-37 Hard drive initialization (continued)

Product	Instructions
LJ 4200/4300	**CAUTION** A hard-disk initialization erases and reformats the printer hard disk. Perform a hard disk initialization only if an error code on the control panel indicates an EIO disk error. Always try initializing the hard disk before replacing it. **Note** Before performing a hard-disk initialization, print a menu map and a configuration page. Use the information on the configuration page to reset any customer-set printer configuration values that the hard disk initialization procedure changes. **1.** Turn the printer power off. **2.** Hold down the PAUSE/RESUME button, and then turn the printer power on. Continue holding down the PAUSE/RESUME button until all three printer control panel lights flash once and then remain on. This might take up to 10 seconds. **3.** Press the BACK ARROW button. The display should show INITIALIZE DISK. **4.** Press the SELECT button. The printer initializes the hard disk and continues its power-on sequence.
LJ 5000 LJ 5100 LJ 8150	**1.** Print a configuration page and a menu map. **2.** Turn off the printer. **3.** While turning on the printer, hold down the SELECT button and the CANCEL JOB button until all of the lights on the control panel are illuminated. **4.** Press the MENU- button and then the VALUE- button. **5.** Press the SELECT button. **CAUTION** If the printer has a EWS DIMM installed, it *must* be removed prior to initializing the hard drive. If it is not removed, the EWS DIMM will have to be programed by downloading the EWS firmware from the http:hp.com web site.

Table 2-37 Hard drive initialization (continued)

Product	Instructions
LJ 9000 LJ 9000mfp	**1.** Turn the printer off. **2.** Press and hold down the START button. Turn the printer on. The LEDs will illuminate, turn off, and then illuminate a second time. Release the START button. **3.** Press the number 5 button. The message INITIALIZE DISKS will appear on the control-panel display. **4.** Press the number 6 button to initialize the hard drive.

Cold reset

Cold reset clears all data from the print buffer and returns the printing menu and the configuration menu to the factory default settings.

CAUTION

Performing a cold reset clears all Jetdirect settings. To avoid clearing Jetdirect settings, remove the Jetdirect card prior to performing a cold reset.

Table 2-38 Cold reset

Product	Instructions
LJ 1000/1005	The LJ 1000 and LJ 1005 do not support a cold reset
LJ 1150/1300	**1.** Turn the printer off. **2.** Press and hold down the GO button. **3.** Turn the printer on, and continue to hold the GO button for at least 5 seconds, but not longer than 15 seconds. During this process, the Attention LED will illuminate. **4.** Release the GO button. **Note** If both the Attention and the Ready LEDs illuminate before you release the GO button, you must start the procedure again with step 1. **5.** The LEDs will begin cycling. The cold reset process runs until completion, when the printer will return to the READY state.
LJ 2300	**1.** Turn off the printer. **2.** Press and hold the SELECT button, and turn on the printer. **3.** When all three status lights are lit, release the SELECT button. **4.** Use the UP ARROW or DOWN ARROW button to scroll to COLD RESET, and press the SELECT button.
LJ 3300mfp	The LJ 3300mfp does not support a cold reset.

Table 2-38 Cold reset (continued)

Product	Instructions
LJ 4100mfp	**1.** Turn the product off. **2.** Press and hold down the SELECT button. **3.** Turn the product on. **4.** Continue to hold down the SELECT button until all three LEDs are illuminated. Release the SELECT button. **5.** Press the UP navigation button twice. The message COLD RESET will appear on the control panel display. **6.** Press the SELECT button once. The message STARTS will appear on the control panel display. When the cold reset is complete, the MFP will restart.
LJ 4200/4300	Before performing cold reset, print the following information pages. Use these pages to reset any menu settings that the user has changed from factory defaults. ● Configuration page ● File directory page **1.** Turn the printer power off. **2.** Hold down the SELECT button, and then turn the printer power on. Continue holding down the SELECT button until all three printer control-panel lights flash once and then remain on. This might take up to 10 seconds. **3.** Wait for the message SELECT LANGUAGE to appear on the display, then press the UP ARROW button or the DOWN ARROW button until COLD RESET is highlighted. **4.** Press the SELECT button. The printer performs a cold reset and then continues its power-on sequence. **5.** Check all I/O settings and reset any customer-set printer configuration values.

Table 2-38 Cold reset (continued)

Product	Instructions
LJ 5000 LJ 5100 LJ 8150	**CAUTION** Performing a cold reset resets the Jetdirect configuration. To avoid making changes to your configuration, remove the Jetdirect card before performing a cold reset. If possible, print a configuration page prior to performing a cold reset. This will document current settings for later reference. **1.** Turn off the printer. **2.** While pressing Go, turn the printer on. COLD RESET appears briefly on the display, then INITIALIZING appears. After a few seconds, RESTORING FACTORY SETTINGS appears on the display, followed by OFFLINE. The cold reset is complete. **3.** Press Go to return the printer online. READY appears on the display.
LJ 9000	**1.** Turn the printer off. **2.** Press and hold SELECT. **3.** Turn on the printer. **4.** Continue to hold SELECT until all three control panel lights illuminate, then release SELECT. **5.** When SELECT LANGUAGE appears on the display, press DOWN ARROW button. **6.** COLD RESET will be displayed. **7.** Press SELECT while COLD RESET is displayed. The cold reset is complete.

Table 2-38 Cold reset (continued)

Product	Instructions
LJ 9000mfp	**1.** Turn the printer off. **2.** Press and hold down the number 6 button. The LEDs will illuminate, turn off, and then illuminate for a second time. Release the number 6 button. The message SELECT LANGUAGE will appear on the control-panel display. **3.** Press the number 9 button. The message COLD RESET will appear on the control-panel display. **4.** Press the number 6 button to perform the cold reset procedure. **Note** A cold reset will unlock any locked menus, reset the LDAP and STMP Gateway values to zero, but does not change values in the service menu (for example, the serial number or page counts).

Registration page and calibration

Table 2-39 Registration and calibration

Product	Instructions
LJ 1000/1005 LJ 1150/1300	Registration page and calibration not supported.
LJ 3300mfp	**Registration page** The LJ 3300mfp does not support a registration page. **Calibration** The scanner calibrates itself automatically at the start of scan of copy jobs. Typically, you don't need to initiate the calibration, but you can initiate the calibration through the secondary service menu and produce a report that shows the calibration results (see "Gaining access to the service menu" table on page 237).

Table 2-39 Registration and calibration (continued)

Product	Instructions
LJ 4100mfp **Note** Always calibrate the MFP anytime the ADF has been removed or replaced.	**Registration page** The LJ 4100mfp does not support a registration page. **Calibration (automatic)** The MFP can be automatically calibrated to register scanned images correctly. When CALIBRATE SCANNER is selected from the diagnostic menu, the MFP prints a calibration target page. Messages appear on the control panel with instructions about automatically calibrating the MFP. **1.** Press the MENU button. **2.** Select DIAGNOSTICS. **3.** Select CALIBRATE SCANNER. **4.** Select CALIBRATE. **5.** The message TO PRINT TARGET PAGE ON PAPER SIZE: LETTER. PRESS START. TO QUIT, PRESS STOP appears on the control-panel display. Press the START button to print the calibration target page. While this page is printing, the message TARGET PAGE PRINTING TO QUIT, PRESS STOP appears on the control-panel display. **Note** The paper size displayed in the message is the cold-reset paper size (either letter or A4). **6.** When the message LOAD TARGET PAGE FACE UP IN ADF CLEAR FLATBED AND PRESS START TO QUIT, PRESS STOP appears, place the target page in the ADF and press the START button. **7.** The target page is moved through the ADF paper path and automatic calibration begins. The message CALIBRATION RUNNING DO NOT RAISE COVER appears on the control-panel display. When calibration is over, the MFP returns to the ready mode (the message READY appears on the control-panel display) and can process print and scan jobs. For information about manual calibration, lead and center adjustments to the ADF, and leading-edge adjustments to the glass, see the LJ 4100mfp service manual.

Table 2-39 Registration and calibration (continued)

Product	Instructions
LJ 4200/4300	**Registration page** **1.** Press the SELECT button to open the menus. **2.** Use the UP ARROW button or the DOWN ARROW button to scroll to the Configure device menu, and then press the SELECT button. **3.** Use the UP ARROW button or the DOWN ARROW button to scroll to the Print-quality submenu, and then press the SELECT button **4.** Use the UP ARROW button or the DOWN ARROW button to scroll to `SET REGISTRATION` or `PRINT TEST PAGE` (for tray registration settings), and then press the SELECT button. **5.** Press the PAUSE/RESUME button to close the menu. **Calibration** The LJ 4200/4300 does not support calibration.
LJ 5000 LJ 5100 LJ 8150	Registration page and calibration not supported.

Table 2-39 Registration and calibration (continued)

Product	Instructions
LJ 9000	**Registration page** **1.** Press SELECT to enter the menus. **2.** Press UP ARROW or DOWN ARROW to scroll to CONFIGURE DEVICE, and then press SELECT. **3.** Press UP ARROW or DOWN ARROW to scroll to PRINT QUALITY, and then press SELECT. **4.** Press UP ARROW or DOWN ARROW to scroll to SET REGISTRATION, and then SELECT. **5.** Press UP ARROW or DOWN ARROW to scroll to PRINT TEST PAGE, and then SELECT. A registration page will print. Follow the instructions on the page to complete the registration setting. **Calibration (staple position; 3000-sheet stapler/stacker)** **1.** Press SELECT. **2.** Use UP ARROW or DOWN ARROW to scroll to Service menu and press SELECT. **3.** Enter the service mode PIN code, **00900001**, and then press SELECT. **4.** Use UP ARROW or DOWN ARROW to scroll to Stapler/ stacker, and press SELECT. **5.** Use UP ARROW or DOWN ARROW to scroll to X, and press SELECT. **6.** Use UP ARROW or DOWN ARROW to select the desired value, and press SELECT. **7.** Use UP ARROW or DOWN ARROW to scroll to Y, and press SELECT. **8.** Use UP ARROW or DOWN ARROW to select the desired value, and press SELECT. **9.** Press PAUSE/RESUME to exit the menu and return the printer to ready.

Table 2-39 Registration and calibration (continued)

Product	Instructions
LJ 9000mfp	**Registration page** **1.** Touch MENU on the touch screen. **2.** Touch UP ARROW or DOWN ARROW to scroll to CONFIGURE DEVICE. Touch CONFIGURE DEVICE. **3.** Touch UP ARROW or DOWN ARROW to scroll to PRINT QUALITY. Touch PRINT QUALITY. **4.** Touch UP ARROW or DOWN ARROW to scroll to SET REGISTRATION. Touch SET REGISTRATION. **Calibration** See your *HP LaserJet 9000mfp Service* manual for calibration procedures.

Engine test

The test patterns either contain vertical lines or horizontal lines, depending on the product. When an image defect appears, a test print can be made to identify the problem.

The engine test does the following:

- Verifies that the print engine is functioning correctly (the formatter PCB is completely bypassed during an engine test).
- Isolates printer problems.
- Checks and adjusts registration.

The engine test can be activated with the formatter PCB removed.

Table 2-40 Engine test

Product	Instructions
LJ 1000	The engine test switch is below the cable pod connector assembly (rear side of the printer). To print an engine-test page, depress the engine-test switch. A single test page prints.
LJ 1005 LJ 1150 LJ 1300	The engine test switch is inside the left cover, below the formatter. To print an engine-test page, remove the left side cover and depress the engine test switch. A single test page prints.
LJ 2300	The engine test button is located behind the I/O cover. To print an engine-test page, remove the I/O cover and press the engine test button.
LJ 3300mfp	The engine test switch is inside the left side door, below the formatter. To print an engine test, open the left side door and, *using a non-conductive probe*, depress the engine test switch. A single test page will print. The formatter must be connected to the ECU. **CAUTION** Use a non-conductive probe to press the engine test switch. Inserting a conductive probe to press the switch can damage the product. **Note** You must override the print cartridge door interlock (SW 301).
LJ 4100mfp	The engine test button is located on the left side of the printer, below the fan vent. Press the engine test button to print an engine test page. Tray 2,3, or 4 must be installed and loaded with paper. A print cartridge must be installed.

Table 2-40 Engine test (continued)

Product	Instructions
LJ 4200/4300	Printing test pages helps you determine whether or not the printer engine and the formatter are functioning. To verify that the printer engine (all printer components *except* the formatter, formatter DIMMs, EIO products, and the stacker or stapler/stacker) is functioning, print an engine test page. Use a small, non-metallic, pointed object to depress the test-page switch, which is located on the right side of the printer. The test page should have a series of vertical lines. The test page prints from the last tray you printed from. However, if the printer has been turned off and then back on since the most recent print job, the page prints from tray 2. The printer continuously prints test pages as long as the test-page switch is depressed. The printer does not print a test page if it is in POWERSAVE mode. **Note** A damaged formatter might interfere with the engine test. If the engine test page does not print, try removing the formatter and performing the engine test again. If the engine test is then successful, the problem is almost certainly with the formatter, the control panel, or the cable that connects them.
LJ 5000 LJ 5100	The engine test switch is located behind tray 1 along the left hand side. To print an engine test, use a non-metallic object (such as a pencil) to press the engine test switch. A single test page with horizontal lines will be printed. To print multiple test pages, hold down the engine test switch. **Note** Engine test print from the last input tray used. If the last input tray is empty or if the last input source was the duplexer, then the engine test prints from tray 2 (standard 250 CST). If tray 2 is empty (and the last input tray is empty or the last input source was the duplexer), then the engine test will not function.

Table 2-40 Engine test (continued)

Product	Instructions
LJ 8150	The Engine Test Microswitch, located on the top side of the DC Controller PCA, is activated manually through the square access hole at the top right side of the printer. This switch causes the print engine to perform an internal self test diagnostic which bypasses the Formatter PCA and then prints a full page of black parallel lines. This test is useful for troubleshooting printer problems because it isolates the print engine from the Formatter PCA. The engine test printout prints from tray 3 only and can be activated with the Formatter PCA removed. A continuous test is performed indefinitely if the test button is held in.
LJ 9000 LJ 9000mfp	The test switch is located on the DC controller PCA. It is accessible through a hole at the right rear of the printer. Use a non-metallic object (such as a pencil) to press and hold the test print switch for five seconds. Release the switch and wait for the fuser to warm up. Press the switch again; a single test page prints. If the optional duplexer is installed, the test pattern is printed duplex. **Note** Paper can be picked up from tray 2 or tray 3 if the formatter is installed. If the formatter is removed, the tray you do not want to print from must be open. Also, make sure that the print cartridge is installed in the printer.

3 Jams

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General paper path checklist

- Verify that media is correctly loaded in the input trays and that all length and width guides are set correctly.
- Clean the printer. Debris in the paper path, such as toner and paper dust inhibits free movement of media through the printer and blocks the sensors.
- Change the printer input and output selections to determine if the problem is associated with a particular area of the printer.
- Check the condition of the pickup rollers and feed rollers. Worn separation pads on the multipurpose tray can cause media to multifeed. Bent separation tabs can cause media misfeeds and multifeeds. Replace the tray, if necessary.
- Check the tray switches. Defective paper-tray switches can cause paper jams by indicating the wrong paper size to the formatter.
- Check that the paper path is clear when you clean the printer and when you clear paper jams. Also, remove the fuser and carefully check it for jammed paper. Scraps of paper that remain in the paper path can cause intermittent paper jams.

Automatic document feeder (ADF) jams

Note

This only applies to printers that have an ADF unit.

- Do not load more than 30 sheets of media (20 lb 75 g/m^2 bond) into the ADF (LJ 4100mfp). The media stack *must* be below the arrows that are embossed on the ADF paper guides.
- When loading the ADF, verify that the media stack is square and straight and the side paper guides are adjusted to the width of the pages to be copied or scanned.
- There is an approximately two second delay between when media is detected in the ADF and when you can press the START button. If the START key is pressed too quickly, the printer tries to scan a page from the glass rather than feed media from the ADF.
- Smooth out wrinkles and folds before attempting to feed media through the ADF.
- If media that was previously stapled is loaded into the ADF, verify that the holes made by the staple are not binding pages together.
- Media that is three-hole punched, removed from plastic- or wire-comb bindings, or has perforations along the edge may not be successfully feed through the ADF.
- Media stored in a very dry environment might develop a static attraction and try to “stick” to other pages, making it difficult to feed through the ADF.

Paper path troubleshooting

Paper path test

Table 3-1 Paper path test

Product	Instructions
LJ 1000 LJ 1005 LJ 1150 LJ 1300	**1** Remove the left side cover. Disconnect the door swing arms. **2** Install the print cartridge, which will press SW301 (door interlock). **3** Press the laser/scanner interlock switch on the laser/scanner. **4** While SW301 and the laser/scanner interlock are engaged, perform an engine test to observe paper motion.
LJ 2300	**1** Press SELECT. **2** Use the UP ARROW and DOWN ARROW to scroll to PAPER PATH TEST, and then press SELECT. **3** Use the UP ARROW and DOWN ARROW to scroll to PRINT TEST PAGE, and then press SELECT. The printer produces a test page.
LJ 3300mfp	**1** Open the left side door and print cartridge door. Disengage the two print cartridge door arms. **2** Install the print cartridge, which will press SW301. **3** Press down the laser/scanner interlock switch on the laser/scanner. **4** While SW301 and the laser/scanner interlock are engaged, perform an engine test or self-test to observe paper motion.

Table 3-1 Paper path test (continued)

Product	Instructions
LJ 4100mfp	**1** Press the MENU button. **2** Select DIAGNOSTICS. **3** Select PAPER PATH TEST. **4** Select the source, destination, and number of copies (1, 10, 50, 100, 500) to be printed. **5** Select PRINT TEST PAGE to start the paper-path test. **ADF diagnostic tests** **1** Press the MENU button. **2** Select DIAGNOSTICS. **3** Select SCANNER. The following flatbed components can be tested. ● SENSORS; tripping various sensor flags causes a sensor-status message to appear on the control-panel display • PS1 leading-edge paper-detect photo sensor • PS2 document-detect photo sensor • PS10 flatbed-cover-open photo sensor • PI1201 optical-unit home-position photo sensor (to trip this sensor, perform a copy job with the sensor-status screen displayed on the control panel) ● ADF OUTPUT MOTOR; activates the ADF motor and all of the ADF feed rollers ● SCANNER MOTOR; activates the optical-unit motor, causing the optical unit to move back and forth in the flatbed ● PICKUP SOLENOID; energizes the ADF pickup solenoid ● LIGHT SOURCE; illuminates the scanning lamp, which verifies that the inverter PCB and lamp are functioning properly **4** Select CONTROL PANEL. The following control-panel components can be tested. ● LEDs; illuminates the three control-panel LEDs ● DISPLAY; illuminates all of the control-panel-display pixels ● BUTTONS; shows on the control-panel display a layout of the control-panel buttons and keys; when a button or key is selected on the control panel it is illuminated on the display, indicating that the button or key is functioning **5** Press the START button to begin a test. Press the STOP button to end the test.

Table 3-1 Paper path test (continued)

Product	Instructions
LJ 4200/4300	**Printer** **1** Press the SELECT button to open the menus. **2** Use the UP ARROW button or the DOWN ARROW button to scroll to DIAGNOSTICS, and then press the SELECT button. **3** Use the UP ARROW button or the DOWN ARROW button to scroll to PAPER PATH TEST, and then press the SELECT button. **4** Use the UP ARROW button or the DOWN ARROW button to scroll through the available test options, and then press the SELECT button. **5** After the test options are selected, use the UP ARROW button or the DOWN ARROW button to scroll to PRINT TEST PAGE, and then press the SELECT button to start the test. **Optional stacker** **1** Press the SELECT button to open the menus **2** Use the UP ARROW button or the DOWN ARROW button to scroll to DIAGNOSTICS, and then press the SELECT button. **3** Use the UP ARROW button or the DOWN ARROW button to scroll to PAPER PATH TEST, and then press the SELECT button. **4** Use the UP ARROW button or the DOWN ARROW button to scroll to DESTINATION, and then press the SELECT button. Scroll to OPTIONAL BIN 1 then press the SELECT button.

Table 3-1 Paper path test (continued)

Product	Instructions
LJ 4200/4300 **continued**	**5** Use the UP ARROW button or the DOWN ARROW button to scroll to COPIES then press the SELECT button. Scroll to the desired number of test pages, then press the SELECT button. **6** Use the UP ARROW button or the DOWN ARROW button to scroll to PRINT TEST PAGE, and then press the SELECT button. The printer prints the selected number of pages and send them to the stacker. **Optional stapler/stacker** **1** Press the SELECT button to open the menus. **2** Use the UP ARROW button or the DOWN ARROW button to scroll to CONFIGURE DEVICE, and then press the SELECT button. **3** Use the UP ARROW button or the DOWN ARROW button to scroll to STAPLER STACKER, and then press the SELECT button. **4** Use the UP ARROW button or the DOWN ARROW button to scroll to STAPLES, and then press the SELECT button. Scroll to ONE, and then press the SELECT button. **5** Press the Pause/Resume button to exit the submenus. **6** Press the SELECT button to open the menus. **7** Use the UP ARROW button or the DOWN ARROW button to scroll to DIAGNOSTICS, and then press the SELECT button. **5.** Use the UP ARROW button or the DOWN ARROW button to scroll to COPIES, and then press the SELECT button. Scroll to 10, and then press the SELECT button. **6.** Use the UP ARROW button or the DOWN ARROW button to scroll to PAPER PATH TEST and then press the SELECT button. **7.** Use the UP ARROW button or the DOWN ARROW button to scroll to DESTINATION, and then press the SELECT button. Scroll to OPTIONAL BIN 1, and then press the SELECT button. **8.** Use the SELECT button or the DOWN ARROW button to scroll to PRINT TEST PAGE, and then press the SELECT button. The printer will print 10 test pages and send them to the stapler/stacker where they are stapled.

Table 3-1 Paper path test (continued)

Product	Instructions
LJ 5000 LJ 5100 LJ 8150	**1** Press MENU until INFORMATION MENU appears **2** Press ITEM until PRINT PAPER PATH TEST appears. Press SELECT. **3** Press + to cycle selections until the input tray you want to test appears. Press SELECT. **4** Press + until the output bin you want to use appears (open the rear output bin to print to it). Press SELECT. **5** Press + until the appropriate duplex mode (on or off) appears. Press SELECT. **6** Press + to cycle selections until the appropriate number of copies appears. Choose 1, 10, 50, 100, or 500 copies. Press SELECT to perform the paper-path test.
LJ 9000	**1** Press SELECT. **2** Use UP ARROW or DOWN ARROW to scroll to CONFIGURE DEVICE, and then press SELECT. **3** Use UP ARROW or DOWN ARROW to scroll to DIAGNOSTICS, and then press SELECT. **4** Use UP ARROW or DOWN ARROW to scroll to SET PAPER PATH TEST, and then press SELECT. **5** Use UP ARROW or DOWN ARROW to select the input tray you want to test, the output bin, the duplex printing accessory (if available), and number of copies. **6** Use UP ARROW or DOWN ARROW to scroll to PRINT TEST PAGE, and then press SELECT to start the paper path test.
LJ 9000mfp	**1** Touch MENU. **2** Scroll to DIAGNOSTICS. **3** Touch DIAGNOSTICS to open the menu. **4** Scroll to SET PAPER PATH TEST, and then touch OK. **5** Scroll to select the input tray that you want to test, the output bin, the duplex printing accessory (if available), and number of copies. **6** Scroll to PRINT TEST PAGE, and then press OK to start the paper-path test

Table 3-2 Jams

Product	Instructions
LJ 1000	Check for jammed media by removing the input tray, removing the print cartridge, or opening the rear door of the printer.
LJ 1005	• Paper guides are not adjusted correctly. • Paper was not removed from the input tray before refilling the tray. • The input tray is overfilled. • The paper was poorly cut by the manufacturer and is sticking together. • The paper does not meet HP's specifications for print media. • The output capacity was exceeded in the paper output bin. • The pickup roller is dirty or damaged. • The separation pad is dirty, damaged, or not installed correctly. • A sensor is not operating correctly.

Table 3-2 Jams (continued)

Product	Instructions
LJ 1150 LJ 1300	The paper-out sensor (PS931) detects the presence of media in either the priority input tray or the main input tray. The paper top sensor (PS911) and the paper delivery sensor (PS921) detect media moving through the printer. If a jam is detected, the ECU immediately stops the printing process and displays a jam message on the control panel. A jam can be detected under any of the following conditions: ● **Pickup delay jam** Media does not reach the paper top sensor (PS911) after the pickup solenoid (SL001) has been turned on twice (the original pickup plus a retry) within 2 seconds. ● **Pickup stationary jam** The paper top sensor (PS911) does not detect the trailing edge of media within 1 second of detecting the leading edge. ● **Delivery-delay jam** The paper delivery sensor (PS921) does not detect the leading edge of media within 1.5 seconds after the paper top sensor (PS911) detects the leading edge. ● **Wrapping jam** The paper delivery sensor (PS921) does not detect the trailing edge of the media within 0.1 seconds after the paper top sensor (PS911) detects the leading edge and 1 second has passed after the delivery sensor detected the leading edge. ● **Delivery-stationary jam** The paper delivery sensor (PS911) does not detect the leading edge of media within 1.6 seconds after the paper top sensor (PS911) detects the trailing edge. ● **Residual paper jam** The paper top sensor (PS911) or the paper delivery sensor (PS921) detect media in the initial rotation period. ● **Door open jam** The paper top sensor (PS911) or the paper delivery sensor (PS921) detect media while the print cartridge door is open.

Table 3-2 Jams (continued)

Product	Instructions
LJ 2300	**Pickup delay jam** This printer performs retry control to readdress any pickup delay jam that the pickup error causes. Pickup operation is conducted a maximum of twice at all pickup sources except for the automatic duplex feed unit. If the top-of-page sensor (PS2305) cannot detect the media leading edge within a specified period of time (T) the printer performs the pickup operation again. If PS2305 cannot detect the media leading edge within the specified period of time (T), a jam is indicated. ● paper pickup from the tray 1: T = approximately 2.5 seconds ● paper pickup from the cassette: T = approximately 3.0 seconds ● paper pickup from the paper feeder: T = approximately 4.4 seconds paper pickup from the automatic duplexer feed unit: T = approximately 4.5 seconds. **Pickup stationary jam** ● When the WAIT period starts—a pickup stationary jam is assessed if the top-of-page sensor detects media when the WAIT period starts. ● During media feeding—a pickup stationary jam is assessed if the top-of-page sensor (PS2305) does not detect the trailing edge of the media within 3.8 seconds after detecting the leading edge. **Delivery delay jam** A delivery delay jam is assessed if the media does not reach the delivery sensor (PS2301) within a specified period of time (T) after the top-of-page sensor (PS2305) detects the leading edge. Paper 270 mm or longer: T = approximately 2.6 seconds; paper 200 mm to 270 mm: T = approximately 2.7 seconds; paper shorter than 200 mm: T = approximately 4.6 seconds.

Table 3-2 Jams (continued)

Product	Instructions
LJ 2300 **continued**	**Delivery stationary jam** ● When the WAIT period starts—a delivery stationary jam is assessed if the delivery sensor (PS2301) detects media when the WAIT period starts. ● During media feeding—a delivery stationary jam is assessed if the delivery sensor (PS2301) does not detect the trailing edge of the media within a specified period of time (T) after the top-of-page sensor (PS2305) detects the trailing edge. ● paper 200 mm or longer: T = approximately 2.7 seconds ● paper shorter than 200 mm: T = approximately 5.2 seconds ● When a pickup delay jam occurs—the printer enters the last rotation period to deliver the jammed media. A delivery stationary jam is assessed if the delivery sensor (PS2301) does not detect the trailing edge of the media within 8 seconds after the completion of the forced laser emission. During pressure-roller cleaning—a delivery stationary jam is assessed if the delivery sensor (PS2301) does not detect the trailing edge of the media within 8 seconds after the 35th feed operation. **Reversing delay jam** A reversing delay jam is assessed if the reversed paper sensor (PS501) does not detect the leading edge of the media within 3.9 seconds after the reversing motor starts rotating. **Reversing stationary jam** A reversing stationary jam is assessed when the reversed paper sensor (PS501) detects media after automatic duplexer pickup operation has been performed for about 0.77 seconds. **Duplexer pickup delay jam** A duplexer pickup delay jam is assessed if the duplexer pickup paper sensor (PS503) does not detect media within 4.9 seconds after the reversed paper sensor (PS501) detects the leading edge. **Duplexer pickup stationary jam** A duplexer pickup stationary jam is assessed if the duplexer pickup paper sensor (PS503) detects media after about 3.4 seconds has passed since the reversed paper sensor (PS501) detected the trailing edge. **Paper-feed sensor** Jam detection for the paper feeders during the pickup and feed operations is same as that for the printer.

Table 3-2 Jams (continued)

Product	Instructions
LJ 3300mfp	• **ADF Jam Detection** • The ADF has two sensors that detect paper. The paper present sensor detects the presence of media in the ADF input tray. The form sensor detects media moving through the ADF. If a jam is detected, the ADF immediately stops the paper feeding and the control panel displays a jam message. • A jam can be detected under any of the following conditions: • **Document feeder jam—**When documents are detected as present in the ADF input tray, and a command to copy, scan or fax is received, the scan module travels to the left side of the scan assembly and stops beneath the ADF scanner glass. The ADF then attempts three times, or for about ten seconds, to advance the paper to the form sensor. If the paper does not advance, the scan module travels back to the home position on the right side of the scanner assembly. The control panel displays the message DOC. FEED MISPICK. RELOAD. • **Long document jam—**If the paper has advanced to trigger the form sensor, but the trailing edge is not detected within the time allowed for a 15 in document (the maximum allowable page length for the ADF), the scanner returns to the home position at the right side of the scanner assembly. The control panel displays the message DOC. FEED JAM. • **Stall jam—**When a page that is less than 15 in long has advanced to the form sensor but has not left it within the expected time, the paper has probably stalled or jammed. The scanner returns to the home position at the right side of the scanner assembly. The control panel displays the message DOC. FEED JAM. • **Other—**If the paper stops in the ADF and the scan module remains under the ADF scanner glass, an internal firmware error has probably occurred. This is usually remedied by turning the printer off, and then on.

Table 3-2 Jams (continued)

Product	Instructions
LJ 3300mfp **continued**	• A jam can be detected under any of the following conditions: • **Pickup delay jam—**Media does not reach the top-of-page sensor (PS402) after the pickup solenoid (SL001) has been turned on twice (the original pickup plus a retry) within 2.8 seconds. • **Pickup stationary jam—**The top-of-page sensor (PS402) does not detect the trailing edge of media within 4.6 seconds of detecting the leading edge. • **Delivery-delay jam—**The paper delivery sensor (PS401) does not detect the leading edge of media within 2.1 seconds after the top-of-page sensor (PS402) detects the leading edge. • **Wrapping jam—**The paper delivery sensor (PS401) does not detect the trailing edge of the media within 1.5 seconds after the top-of-page sensor (PS402) detects the leading edge and within ten seconds after the paper delivery sensor (PS401) detects the leading edge. • **Delivery-stationary jam—**The paper delivery sensor (PS401) does not detect the leading edge of media within 2.2 seconds after the top-of-page sensor (PS402) detects the trailing edge. • **Residual paper jam—**The top-of-page sensor (PS402) or the paper delivery sensor (PS401) detect media in the initial rotation period.
LJ 4100mfp	The scanner controller board detects a jam by verifying that each document passes the leading-edge sensor in a specified amount of time. If a document does not pass by the sensor in time, the scanning operation stops. A document-jam message appears on the control-panel display, and the user must clear the jam. The scanner controller board can detect two types of jams: • **Document-delay jam:** If the leading-edge sensor does not detect the leading edge of the document after the document pickup solenoid is activated, the scanner controller initiates a document-delay jam signal. • **Document-stationary jam:** If the leading-edge sensor does not detect the trailing edge of the document after it detects that the leading edge has passed, the scanner controller board initiates a document-stationary jam signal.

Table 3-2 Jams (continued)

Product	Instructions
LJ 4200/4300	**Printer jam detection** The printer uses the following sensors to detect the presence of media and to verify if the media is being fed correctly or has jammed. ● Pre-fed sensor (PS102) ● Top of page sensor (PS103) ● Fuser delivery sensor (PS108) The microprocessor on the DC controller PCA checks for media jamming by timing the passing of the media as it moves past these sensors. If the media does not pass the sensor in a specific period of time, the transport process is stopped (motors are turned off and the rollers no longer rotate) and a jam message appears on the control-panel display. **Printer pickup delay jam from tray 1** If the top-of-page sensor (PS103) does not detect the leading edge of the media within a specific time after the media is picked up the microprocessor on the DC controller PCA determines there is a pickup jam. **Note** The printer attempts to re-pickup the media several times before determining there is a pickup jam. The number of re-pickup tries depends on the pickup source (for example, the re-pickup is tried four times if tray 1 is the pickup source). The transport process is stopped, and a `13.XX.YY JAM` message appears on the control-panel display.

Table 3-2 Jams (continued)

Product	Instructions
LJ 4200/4300 **continued**	**Printer pickup delay jam from tray 2** If the pre-feed sensor (PS102) does not detect the leading edge of the media within a specific time after the media is picked up the microprocessor on the DC controller PCA determines there is a pickup jam. The printer attempts to re-pickup the media several times before determining there is a pickup jam. The number of re-pickup tries depends on the pickup source (for example, the re-pickup is tried 4 times if tray 1 is the pickup source). The transport process is stopped and a `13.XX.YY JAM` message appears on the control-panel display. **Printer pickup stationary jam** If the top-of-page sensor (PS103) does not detect the trailing edge of the media within a specific time after the media is picked up the microprocessor on the DC controller PCA determines there is a pickup jam. The transport process is stopped and a `13.XX.YY JAM` message appears on the control-panel display. Printer delivery wrap jam when feeding regular media Regular size media is defined as A4, letter, legal, B5, executive or A5. If the fuser delivery sensor (PS108) does not detect the trailing edge of the media after a specified fusing time the microprocessor on the DC controller PCA determines there is a fuser wrap jam. The transport process is stopped and a `13.XX.YY JAM` message appears on the control-panel display. **Printer delivery wrap jam when feeding non-regular media** Non-regular media is defined as media that is less than 200 mm (7.9 inches) in length. If the fuser delivery sensor (PS108) does not detect the trailing edge of the media within a specified time after a fuser wrapping jam is detected, the microprocessor on the DC controller PCA determines there is a fuser wrap jam. Or If the fuser delivery sensor (PS108) does not detect the *trailing* edge of the media within a specified time after it has detected the *leading* edge of the media the microprocessor on the DC controller PCA determines there is a fuser wrap jam. The transport process is stopped and a `13.XX.YY JAM` message appears on the control-panel display.

Table 3-2 Jams (continued)

Product	Instructions
LJ 4200/4300 **continued**	**Printer delivery delay jam** If the fuser delivery sensor (PS108) does not detect the trailing edge of the media within a specific time after detecting the leading edge of the media, the microprocessor on the DC controller PCA determines there is a fuser stationary jam. The transport process is stopped and a `13.XX.YY JAM` message appears on the control-panel display. If the fuser delivery sensor (PS108) detects the *trailing* edge (paper out) of the media within a specified time, after it has detected the leading edge of the media, the microprocessor on the DC controller PCA determines there is a delivery jam. However, if the paper length detected by the top of page sensor (PS103) does not match the media size that the printer expects from the pickup source, this jam is ignored. The top of page sensor (PS103) determines the length of the page by measuring the tim it takes between the passing of the leading and trailing edges of the page. The transport process is stopped, and a `13.XX.YY JAM` message appears on the control-panel display. **Note** This jam cannot be detected for pages that are less than 200 mm (7.9 inches) in length.
LJ 5000	Jams occur in the printer when print media either does not reach or does not clear a photosensor along the printer's paper path in a specific amount of time. If a jam occurs, a `13.XX PAPER JAM` message appears on the printer control panel. See the `13.XX` section in "Numerical error messages (LJ 5000)" on page 136 for specific error codes.
LJ 5100 \	To detect the presence of paper and whether the paper has been correctly fed, the following paper sensors are installed: ● Registration roller paper sensor (PS403) ● Top of page sensor (PS402) ● Fuser paper delivery sensor (PS1306) If the paper does not reach or pass through any of the sensors within the specified period of time, the microprocessor (CPU) on the dc controller PCA notifies the formatter of a 13.x paper jam.

Table 3-2 Jams (continued)

Product	Instructions
LJ 8150	The PIU Sensor (PS2), the Registration Sensor (PS1), the Fuser Delivery Sensor (PS1403), and the Face-down Delivery Sensor (PS1402) detect paper moving through the printer. If a paper jam is detected, the DC Controller immediately stops the printing process and causes a `13.x PAPER JAM` message to be displayed on the control panel. If a paper jam occurs in the Envelope Feeder, Duplexer, 2000-sheet Input Tray, 8-bin Mailbox/5-bin Mailbox with Stapler, 2 x 500-sheet Input Tray, or 7-bin Tabletop Mailbox, the `13.x Paper Jam` message will indicate the approximate location.

Table 3-2 Jams (continued)

Product	Instructions
LJ 9000	The printer detects jams according to the following conditions: ● **Pickup 1 delay jam.** Media does not reach the tray 2 feed sensor A (PS1402) or the tray 3 feed sensor A (PS1404) within 5.3 seconds after pickup begins. ● **Pickup 2 delay jam.** ◆ Media does not reach the tray 2 feed sensor B (PS1401) or the tray 3 feed sensor B (PS1403) within 6.1 seconds after the tray 2 feed sensor A (PS1402) or the tray 3 feed sensor A (PS1404) detects the leading edge of the media. ◆ Media does not reach the registration paper sensor (PS2) within 4.4 seconds after the tray 2 feed sensor B (PS1401) detected the leading edge of the media, or within 4.8 seconds after the tray 3 feed sensor B (PS1403) detected the leading edge of the media. ● **Fuser delivery 1 delay jam.** The leading edge of the media does not reach the fuser delivery sensor (PS502) within 1.4 seconds after the /VSYNC signal. ● **Fuser delivery 2 delay jam.** The leading edge of the media does not reach the fuser jam sensor (PS501) within 1.6 seconds after the /VSYNC signal. ● **Fuser delivery stationary jam.** The trailing edge of the media does not clear the fuser delivery sensor (PS502) within a specified time (3.4 seconds for A3 media, 2.5 seconds for A4 media) after the /VSYNC signal. ● **Face-down delivery delay jam.** The leading edge of the media does not reach the face-down bin delivery sensor (PS1451) within 2.4 seconds after the /VSYNC signal. ● **Face-down delivery stationary jam.** The leading edge of the media does not clear the face-down bin delivery sensor (PS1451) within a specified time (4.3 seconds for A3 media, 3.4 seconds for A4 media) after the /VSYNC signal. ● **Door open jam.** Any of the following sensors detect media upon opening or closing the door: ◆ Fuser jam sensor (PS501) ◆ Fuser delivery sensor (PS502) ◆ Tray 2 feed sensor B (PS1401) ◆ Tray 2 feed sensor A (PS1402) ◆ Tray 3 feed sensor B (PS1403) ◆ Tray 3 feed sensor A (PS1404) ◆ Face-down bin delivery sensor (PS1451)

Table 3-2 Jams (continued)

Product	Instructions
LJ 9000 **continued**	● **Residual jam.** Any of the following conditions determine a residual jam: ◆ The fuser delivery sensor (PS502) and the fuser jam sensor (PS501) detect media when power to the printer is turned on. ◆ Three minutes have passed since a jam that should contain an automatic delivery command was cleared, but the CPU on the DC controller PCB has not received the automatic delivery command. ◆ A jam was cleared, jammed media was automatically delivered, power to the printer is on, and the fuser roller has reached its target temperature, but at least one of the following sensors detects media: – Registration paper sensor (PS2) – Fuser delivery sensor (PS502) – Fuser jam sensor (PS501) – Tray 2 feed sensor B (PS1401) – Tray 2 feed sensor A (PS1402) – Tray 3 feed sensor B (PS1403) – Tray 3 feed sensor A (PS1404) – Face-down bin delivery sensor (PS1451)
LJ 9000mfp	Jams occur most often when the following conditions exist: ● Paper trays are not correctly loaded. ● The print media does not meet the specifications listed in the *HP LaserJet Printer Family Print Media Guide*. ● The media is in poor condition. ● The MFP needs to be cleaned. If a jam occurs in the print engine, a `13.x PAPER JAM` message will appear on the MFP control panel. For detailed descriptions of the `13.x` messages and the actions recommended to resolve the errors, see the HP LaserJet 9000 service manual. If a jam occurs in the scan engine, the MFP control panel shows an `ADF PAPER JAM` error.

4 Print quality

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Cleaning page

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Table 4-1 Cleaning page

Product	Instructions
LJ 1000 LJ 1005	Cleaning page not supported.
LJ 1150 LJ 1300	**Note** This process requires use of an OHT to remove dust and toner from the print paper path. If an OHT is unavailable, you can use copier-grade paper. If you must use paper, perform the procedure two or three times to ensure proper cleaning. **1** Load an OHT into the priority input tray. **2** Make sure that the printer is in the READY state. **3** Press and hold the GO button for 10 seconds. The transparency feeds through the printer slowly. Discard the transparency. **Note** After you press and hold the GO button, the three printer lights blink until the cleaning process is complete.
LJ 2300	**Note** Use copier grade paper. **1** If your printer model includes a duplexer, open the rear output bin. **2** Press the SELECT button to open the menus. **3** Use the UP ARROW or DOWN ARROW button to scroll to CONFIGURE DEVICE, and then press the SELECT button. **4** Use the UP ARROW or DOWN ARROW button to scroll to PRINT QUALITY, and then press the SELECT button. **5** Use the UP ARROW or DOWN ARROW button to scroll to CREATE CLEANING PAGE, and then press the SELECT button. **6** Follow the instructions on the cleaning page to complete the cleaning process. **7** If your printer model includes a duplexer, close the rear output bin.

Table 4-1 Cleaning page (continued)

Product	Instructions
LJ 3300mfp	**1** Load a transparency in the priority input tray (If a transparency is not available, use copier grade paper. **2** Make sure the printer is in the READY state. **3** Press MENU/ENTER, then scroll to service and press MENU/ENTER again. **4** Scroll to CLEANING MODE and press MENU/ENTER. **5** The transparency feeds slowly through the printer. Discard the transparency.
LJ 4100mfp	**1** Press the MENU button. **2** Access the CONFIGURE DEVICE menu. **3** Select PRINT QUALITY. **4** Select CREATE CLEANING PAGE and follow the instruction on the page.
LJ 4200/4300	**1** If a duplexer is installed, open the rear output bin. **2** Press the SELECT button to open the menus. **3** Use the UP ARROW button or the DOWN ARROW button to scroll to CONFIGURE DEVICE, and then press the SELECT button. **4** Use the UP ARROW button or the DOWN ARROW button to scroll to PRINT QUALITY, and then press the SELECT button. **5** Use the UP ARROW button or the DOWN ARROW button to scroll to CLEANING PAGE, and then press the SELECT button. **6** Follow the instructions on the cleaning page to complete the cleaning process. **7** If a duplexer is installed, close the rear output bin.
LJ 5000 LJ 5100 LJ 8150	**Note** Use copier grade paper. **1** Press MENU until PRINT QUALITY MENU appears. **2** Press ITEM until CREATE CLEANING PAGE appears. **3** Press SELECT to create the cleaning page. **4** Follow the instructions on the cleaning page to complete the cleaning process.

Table 4-1 Cleaning page (continued)

Product	Instructions
LJ 9000 LJ 9000mfp	**1** Press SELECT. **2** Press UP ARROW or DOWN ARROW to scroll to CONFIGURE DEVICE menu and press SELECT. **3** Press UP ARROW or DOWN ARROW to scroll to PRINT QUALITY and press SELECT. **4** Press UP ARROW or DOWN ARROW to scroll to CREATE CLEANING PAGE and press SELECT. **5** A cleaning page prints. Follow the instructions on this page.

Life expectancies of consumables

Inspect consumables when servicing the printer. Replace consumables as needed, based on failure or wear, rather than usage.

Table 4-2 Consumables

Product	consumable	Life expectancy
LJ 1000	Print cartridge	2,500 pages
LJ 1005	Print cartridge standard	2,500 pages
	Print cartridge high capacity	3,500 pages
	Printer transfer roller Printer pickup roller Printer separation pad Printer subpads Fuser (220-240 V)	25,000 pages
LJ 1150 LJ 1300	Print cartridge standard	2,500 pages
	Print cartridge high capacity LJ 1300	4,000 pages
	Printer transfer roller Printer pickup roller Printer separation pad	50,000 pages
	Fuser (110-127 V) Fuser (220-240 V)	50,000 pages
LJ 2300	Smart print cartridge	6,000 pages
LJ 3300mfp	Print cartridge (standard) Print cartridge (high capacity)	2,500 pages 3,500 pages
LJ 4100mfp	Print cartridge (standard) Print cartridge (high capacity)	6,000 pages 10,000 pages

Table 4-2 Consumables (continued)

Product	consumable	Life expectancy
LJ 4200/4300	Print cartridge (LJ 4200) Print cartridge (LJ 4300)	12,000 pages 18,000 pages
	Tray 1 pickup roller	100,000 pages
	Tray 1 separation pad Tray 1 solenoid Feed and separation rollers Fuser (110 v and 220 v) Transfer roller	200,000 pages
	Main cooling fan Cooling fan (LJ 4300) Duplexer exhaust fan	25,000 hours
	Stapler unit	50,000 staple operations
LJ 5000 LJ 5100	Print cartridge	10,000 pages
	Tray 2 pickup roller Tray 2 separation pad Tray 1 pickup roller Tray 1 separation pad Fuser (110v and 220 v) Transfer charging roller 250-sheet pickup roller 250-sheet separation pad 500-sheet pickup rollers 500-sheet feed/separation rollers	150,000 pages
	Exhaust fan	25,000 hours
LJ 8150	Print cartridge	20,000 pages
LJ 9000 LJ 9000mfp	Print cartridge	30,000 pages

Image quality

Half self test functional check

1. Print an engine test page.
2. Open the printer door after the paper advances halfway through the printer (see the table below). The leading edge of the paper should have advanced past the toner cartridge.
3. Remove the toner cartridge.
4. Open the toner cartridge drum shield to view the drum surface. If a dark and distinct toner image is present on the drum surface, assume that the first two functions of the electrophotographic process are functioning (image formation and development). Troubleshoot the failure as a transfer or fusing problem.

Table 4-3 Half self-test functional check

Product	When to open the printer door
LJ 1000 LJ 1005 LJ 1150 LJ 1300	About 5 seconds after motor rotation begins.
LJ 2300	Open the top cover after the trailing edge of the paper enters the printer. At this point, the leading edge of the paper should have advanced beyond the print cartridge
LJ 3300mfp	About 5 seconds after the motor rotation begins.
LJ 4100mfp	About 3 seconds after the motor rotation begins.
LJ 4200/4300	About 3 to 5 seconds after the motor rotation begins.
LJ 5000 LJ 5100 LJ 8150	About 5 seconds after motor rotation begins.
LJ 9000 LJ 9000mfp	The half self-test function check is not supported.

Drum functional test (all printers in this guide)

Hint

This test is especially important if refilled toner cartridges have been used.

1. Open the printer door.
2. Remove the print cartridge.
3. Mark the drive gear on the cartridge with a felt-tipped marker. Note the position of the mark.
4. Install the print cartridge and close the printer door. The startup sequence should rotate the drum enough to move the mark.
5. Open the printer and inspect the gear that was marked in step 3. Verify that the mark moved.

If the mark did not move, inspect the main drive assembly to make sure that it is meshing with the print cartridge gears. If the drive gears appear functional and the drum does not move, replace the print cartridge.

Repetitive defect

Repetitive defects are defects that occur on the page. Most repetitive defects are caused by problems with one of the following:

- Developer roller
- Charge roller
- Cleaning roller
- Transfer roller
- Fuser
- Imaging drum
- Transfer belt

The first occurrence of a repetitive print defect is the defect closest to the leading edge of the media. Measure from the first occurrence of the print defect to the first repetition of the defect and compare this measurement to the repetitive defect table in this section.

CAUTION

Do not expose the imaging drum to light, and be careful not to scratch or get fingerprints on the drum surface during cleaning. Do not blow on the imaging drum.

Note

Some English measurements might overlap due to rounding these values to the nearest tenth of an inch. For the most accurate measurement, use the metric values in this section. For example, due to rounding both 44 mm and 45 mm is equivalent to 1.7 inches.

Image drum defects

Causes:

- Damage such as scratches or dents on the imaging drum. These usually appear as black or white marks on the page.
- Paper dust adhering to the imaging drum. These usually appear as white marks in the dark printed areas of the page.
- Exposure of portions of the imaging drum to light. This causes light sections in the printed output. The life of the imaging drum is shortened by exposure to light.

Actions:

- Print at least four configuration pages to determine if the defect repeats in the same horizontal orientation.
- Inspect the imaging drum for scratches, dents, or other damage. Replace if needed.
- If the problem is dust, remove the dust with isopropyl alcohol applied with a lint-free, static-free wipe. Try this only if the print defect is unacceptable and the only other alternative is replacing the imaging drum.
- Defects caused by exposure to light might clear up over time. If severe, replace the imaging drum.

Repetitive defects table

Table 4-4 Repetitive defects

Product	Distance	Probable cause
LJ 1000 LJ 1005 LJ 1150 LJ 1300	37.7 mm (1.5 inches)	Toner/developing cylinder Toner/primary charging roller
	45.2 mm (1.8 inches)	Transfer roller
	55.1 mm (2.2 inches) LJ 1150/1300 only	Feed roller
	56.5 mm (2.2 inches)	Heating element
	62.8 mm (2.5 inches)	Pressure roller
	75.4 mm (3.0 inches)	Toner/drum
LJ 2300	38 mm (1.5 inches)	Primary charging roller
	44 mm (1.7 inches)	Transfer charging roller
	47 mm (1.8 inches)	Developing roller
	63 mm (2.5 inches)	Pressure roller
	75 mm (2.9 inches)	Fuser film
	95 mm (3.7 inches)	Photosensitive drum
LJ 3300mfp	37.7 mm (1.4 inches)	Developing cylinder Primary charging roller
	45.2 mm (1.7 inches)	Transfer roller
	56.5 mm (2.2 inches)	Heating element
	62.8 mm (2.5 inches)	Pressure roller
	75.4 mm (2.9 inches)	Toner/drum
LJ 4100mfp	38 mm (1.5 inches)	Print cartridge primary charging roller
	47 mm (1.8 inches)	Transfer roller
	50 mm (2 inches)	Feed and registration rollers
	63 mm (2.5 inches)	Fuser pressure roller
	75 mm (2.9 inches)	Upper fuser hot roller, tray feed roller, separation roller
	94 mm (3.7 inches)	Photosensitive drum

Table 4-4 Repetitive defects (continued)

Product	Distance	Probable cause
LJ 4200/4300	37.7 mm (1.4 inches)	Print cartridge
	62.8 mm (2.5 inches)	Print cartridge
	75 mm (2.9 inches) LJ 4200 94 mm (3.7 inches) LJ 4300	Fuser
	94.2 mm (3.7 inches)	Print cartridge
LJ 5000 LJ 5100	44 mm (1.7 inches)	Primary charging roller
	50 mm (1.9 inches)	Developing cylinder Registration roller
	52 mm (2.0 inches)	Feed roller
	55 mm (2.1 inches)	Transfer charging roller
	75 mm (2.9 inches)	Fuser roller
	79 mm (3.1 inches)	Fuser pressure roller
	94 mm (3.7 inches)	Photosensitive drum
	135 mm (5.3 inches)	Cassette pickup roller
LJ 8150	44 mm (1.7 inches)	Registration roller
	44.4 mm (1.8 inches)	Print cartridge charging roller
	47 mm (1.9 inches)	Face up delivery roller
	53.5 mm (2.1 inches)	Print cartridge developing roller
	75 mm (2.9 inches)	Pickup feed or separation roller
	94 mm (3.7 inches)	Photosensitive drum
	100 mm (3.9 inches)	Fuser lower roller
	141 mm (5.5 inches)	Fuser upper roller

Table 4-4 Repetitive defects (continued)

Product	Distance	Probable cause
LJ 9000 LJ 9000mfp	44 mm (1.7 inches)	Primary charging roller registration roller
	53 mm (2.0 inches)	Feed roller #3 (PIU) Transfer charging roller
	60 mm (2.4 inches)	Pre-registration roller
	63 mm (2.5 inches)	Developing roller
	72 mm (2.8 inches)	Feed roller #2 (PIU)
	75 mm (2.9 inches)	Pickup roller
	94 mm (3.7 inches)	Feed roller #1 Photosensitive drum Separation roller
	126 mm (4.9 inches)	Pressure roller
	160 mm (6.3 inches)	Fuser roller

5 Illustrations

Contents

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Major components

LJ 1000/1005

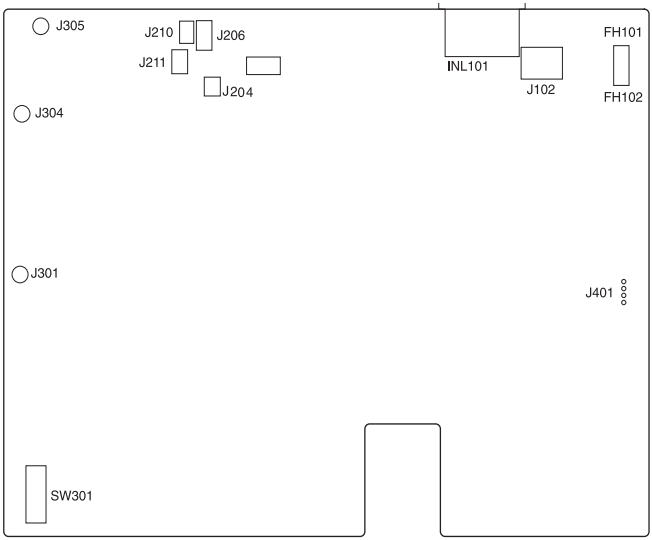


Figure 5-1 LJ 1000/1005 ECU connectors

Reference	LJ 1000/1005 component
SW301	Door-open detection switch
J301	Toner cartridge high-voltage connector
J304	Toner cartridge high-voltage connector
J305	Formatter connector
J210	Output sensor
J211	Paper feed sensor
J206	Fuser assembly I/F
J203	Solenoid
INL 101	Power cord
J102	Fuser assembly power
FH101 FH102	ECU PCB fuse
J401	Motor

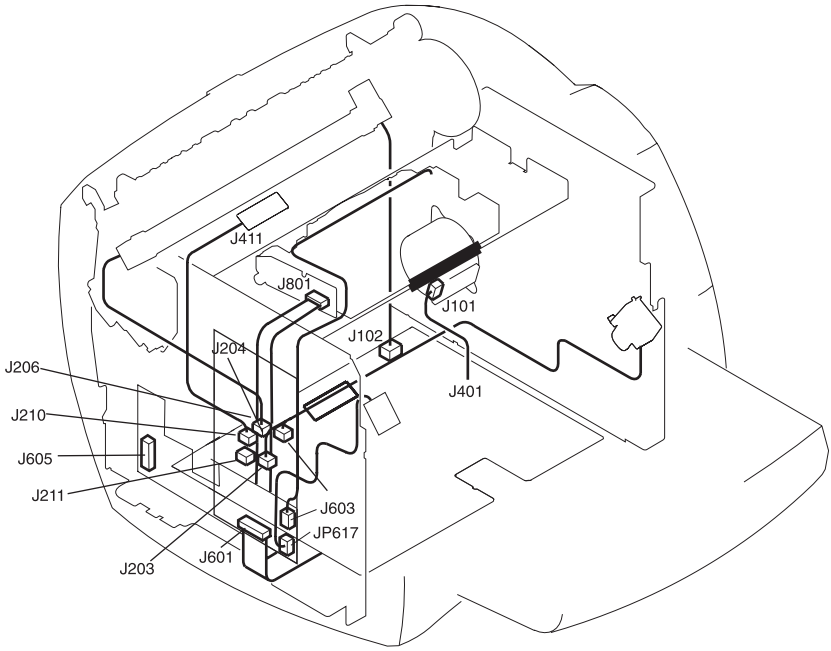


Figure 5-2 LJ 1000/1005 connectors

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Reference	LJ 1000/1005 component
J603	Laser/scanner
JP617	LED status panel
J601	ECU ribbon cable
J605	Cable pod
J411	Paper feed sensor
J801	Laser/scanner ribbon cable
J101	Motor

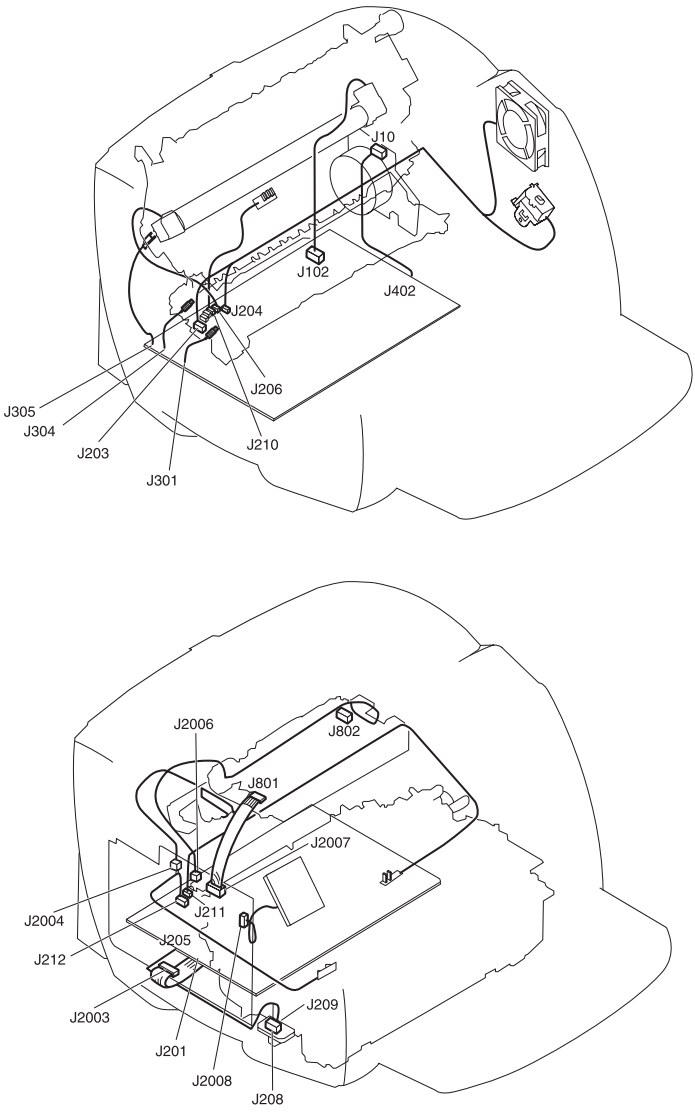


Figure 5-3 **LJ 1150/1300 connectors**

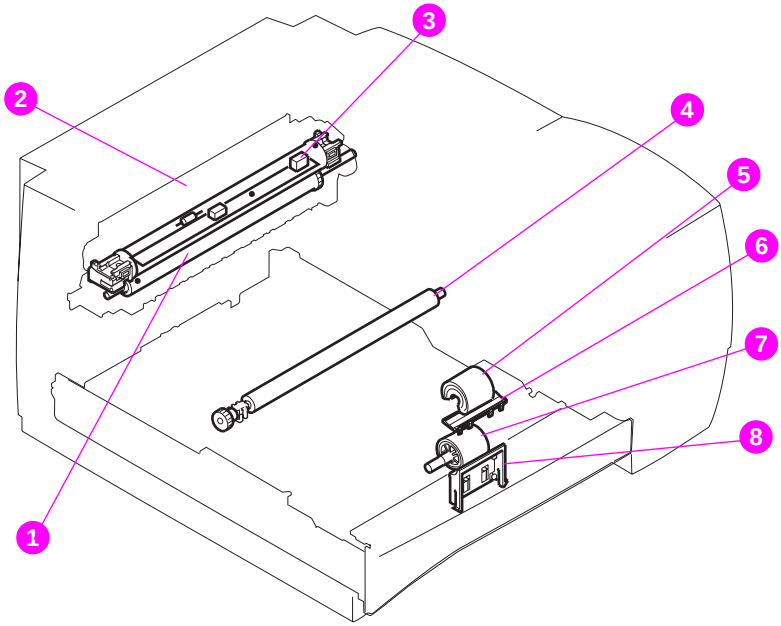


Figure 5-4 **LJ 2300 components (1 of 5)**

Reference	LJ 2300 component	Reference	LJ 2300 component
1	Pressure roller	6	Tray 1 separation pad
2	Fuser	7	Tray 2 pickup roller
3	Fuser film	8	Tray 2 separation pad
4	Transfer roller		
5	Tray 1 pickup roller		

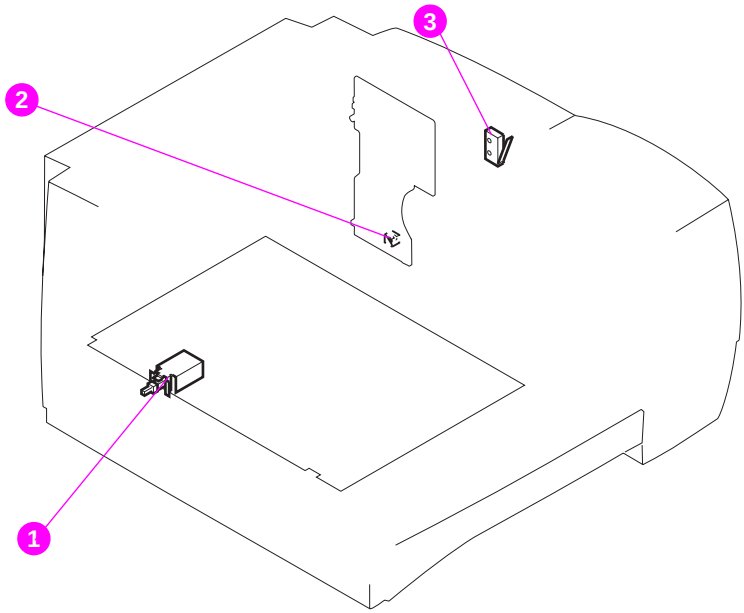


Figure 5-5 LJ 2300 components (2 of 5)

Reference	LJ 2300 component
1	Power switch
2	Engine test button
3	Interlock (SW1)

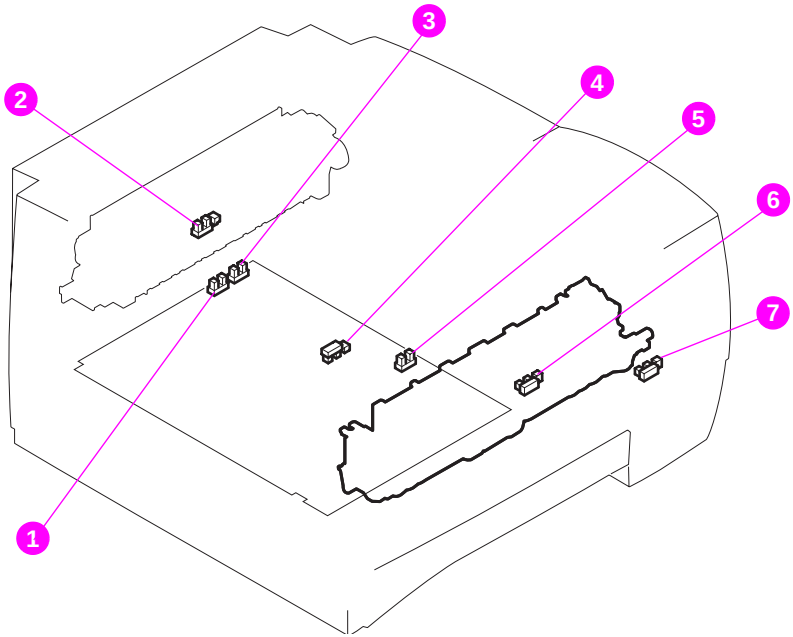


Figure 5-6 LJ 2300 components (3 of 5)

Reference	LJ 2300 component
1	Rear output bin sensor (PS502)
2	Delivery sensor (PS2301)
3	Reversed media sensor (PS501)
4	Top-of-page sensor (PS2305)
5	Automatic duplex pickup sensor (PS503)
6	Tray 2 media sensor (PS1305)
7	Tray 1 media sensor (PS3908)

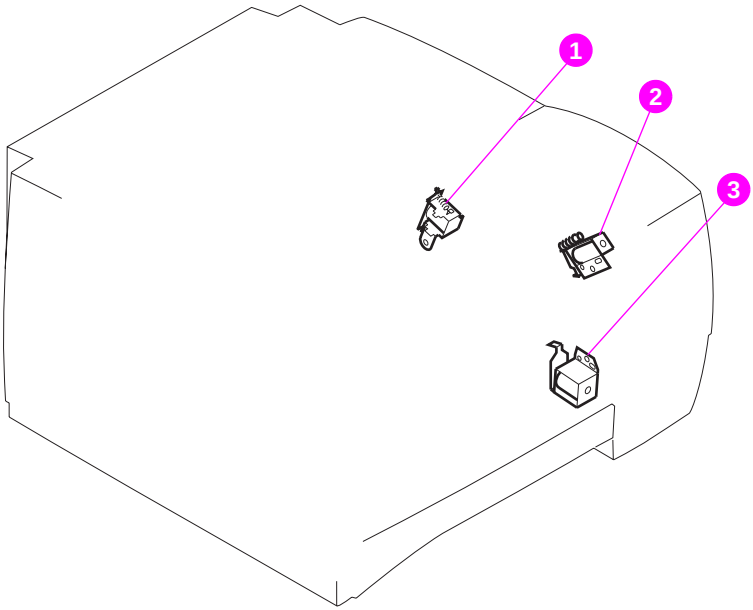


Figure 5-7 LJ 2300 components (4 of 5)

Reference	LJ 2300 component
1	Automatic duplex solenoid (SL3)
2	Tray 1 pickup solenoid (SL2)
3	Tray 2 pickup solenoid (SL1)

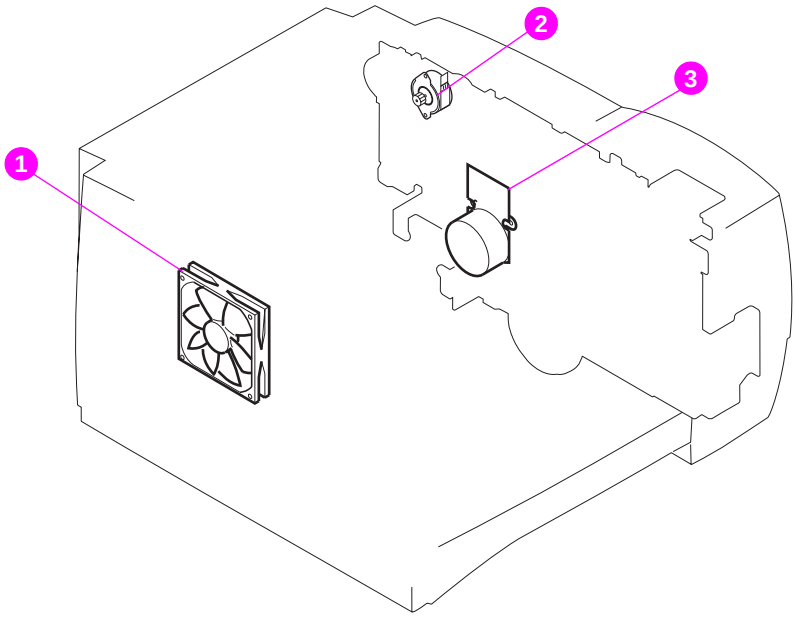


Figure 5-8 LJ 2300 components (5 of 5)

Reference	LJ 2300 component
1	Reversing motor (M2)
2	Fan (FM1)
3	Main motor (M1)

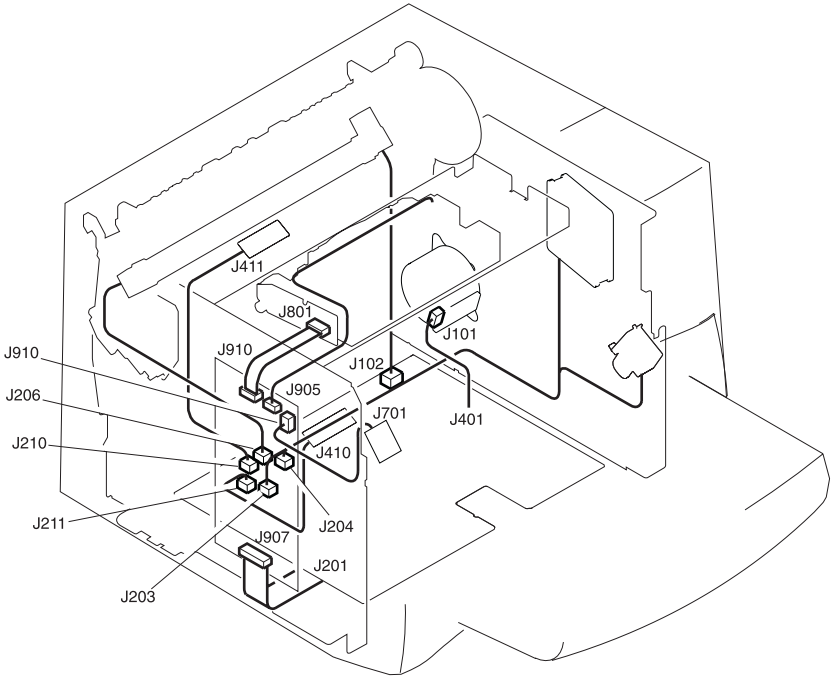


Figure 5-9 **LJ 3300mfp connectors**

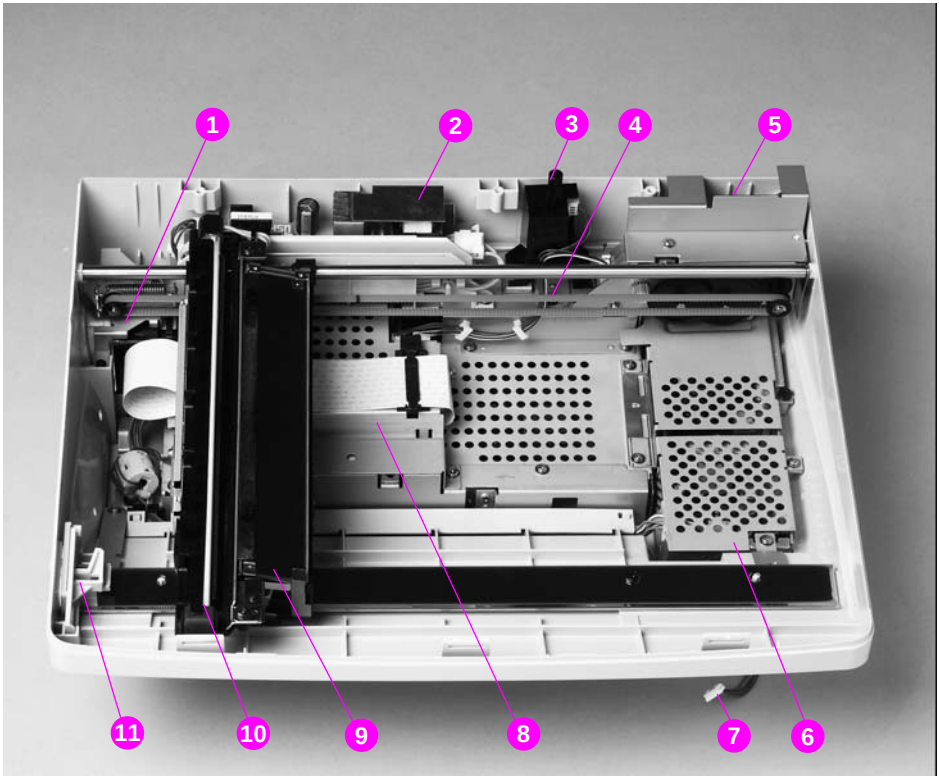


Figure 5-10 LJ 4100mfp components

1 intake fan

2 inverter control PCB

3 ADF door-open sensor (PS10)

4 optical-unit drive-belt

5 optical-unit motor (under the shield)

6 power supply (under the shield)

7 control-panel connector

8 scanner controller board (under the shield)

9 optical-unit assembly (includes the CCD driver PCB)

10 scanner lamp

11 optical-unit lock

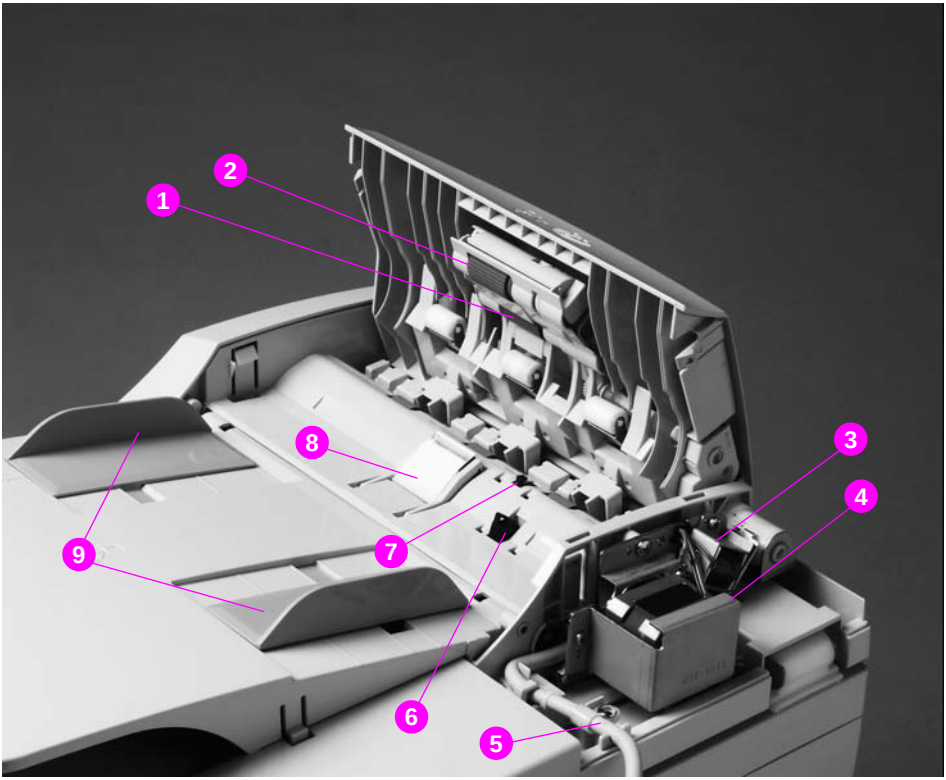


Figure 5-11 LJ 4100mfp components

1. ADF separation roller
2. ADF pickup roller
3. ADF pickup solenoid (SL1)
4. ADF drive motor
5. ADF-to-scanner controller connector
6. document-detect sensor flag(PS2)
7. leading-edge sensor (inside the ADF; PS1)
8. ADF separation pad
9. ADF sliding media guides

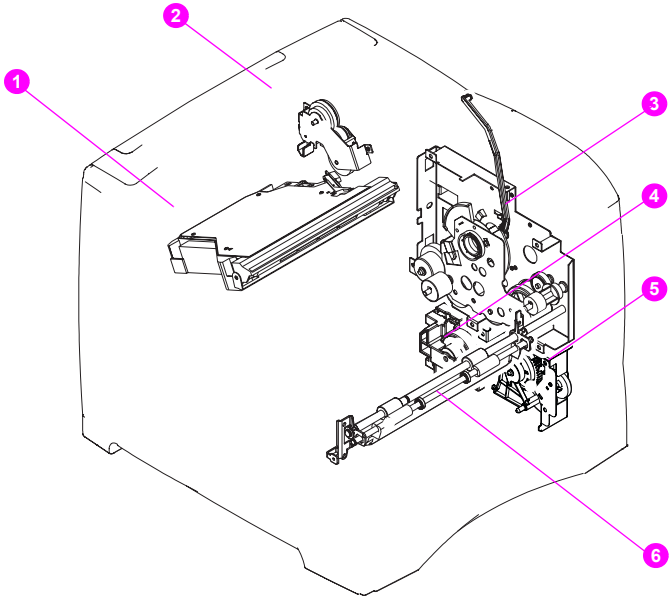


Figure 5-12 **LJ 4200/4300 main printer parts (1 of 4)**

Reference	LJ 4200/4300 component
1	Laser/scanner assembly
2	Duplex pendulum assembly
3	Main drive assembly
4	Lifter drive assembly
5	Paper pickup drive assembly
6	Paper feed assembly

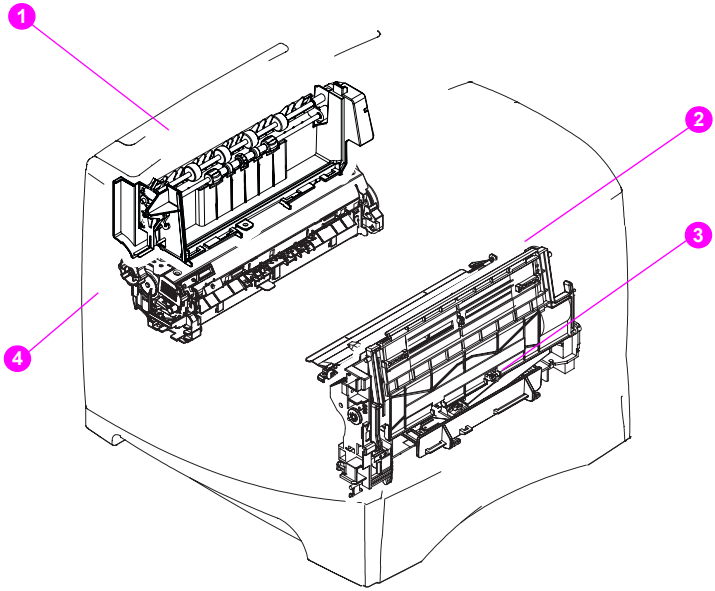


Figure 5-13 **LJ 4200/4300 main printer parts (2 of 4)**

Reference	LJ 4200/4300 component
1	Output delivery assembly
2	Registration roller assembly
3	Tray 1 pickup assembly
4	Fuser assembly

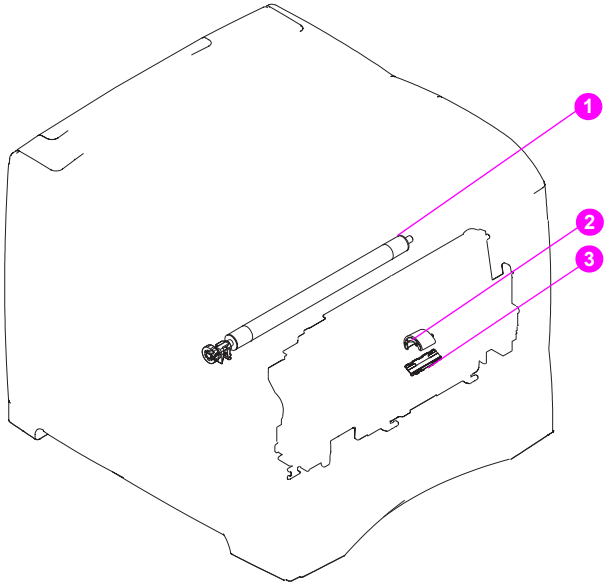


Figure 5-14 **LJ 4200/4300 main printer parts (2 of 4)**

Reference	LJ 4200/4300 component
1	Transfer roller
2	Tray 1 pickup roller
3	Separation pad

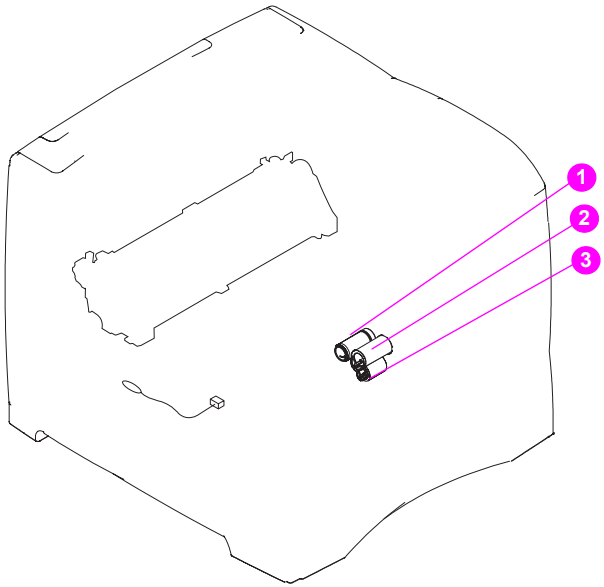


Figure 5-15 **LJ 4200/4300 main printer parts (3 of 4)**

Reference	LJ 4200/4300 component
1	Pickup roller
2	Feed roller
3	Separation roller (in the tray)

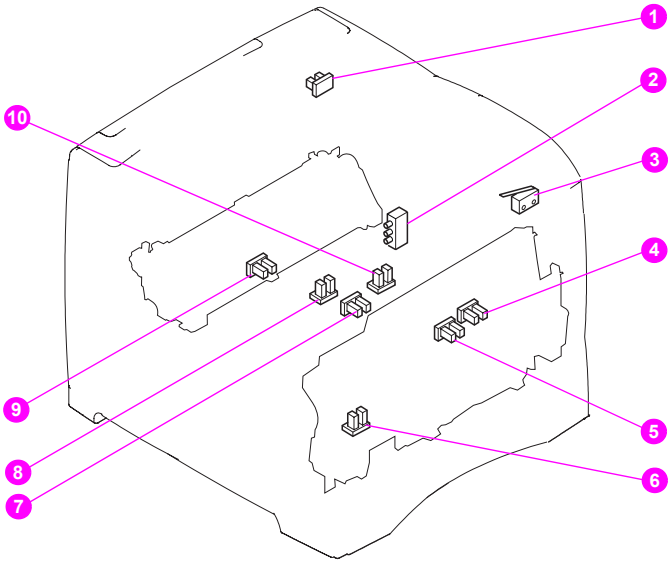


Figure 5-16 **LJ 4200/4300 main printer parts (4 of 4)**

Reference	LJ 4200/4300 component	Reference	LJ 4200/4300 component
1	Output bin full sensor (PS104)	7	Pre-feed sensor (PS102)
2	Paper size switch (SW102)	8	Paper width sensor (PS106)
3	Top cover switch (SW101)	9	Fuser assembly delivery sensor (PS108)
4	Paper stack sensor (PS107)	10	Top of page sensor (PS103)
5	Tray 2 paper sensor (PS101)		
6	Tray 1 paper sensor (PS105)		

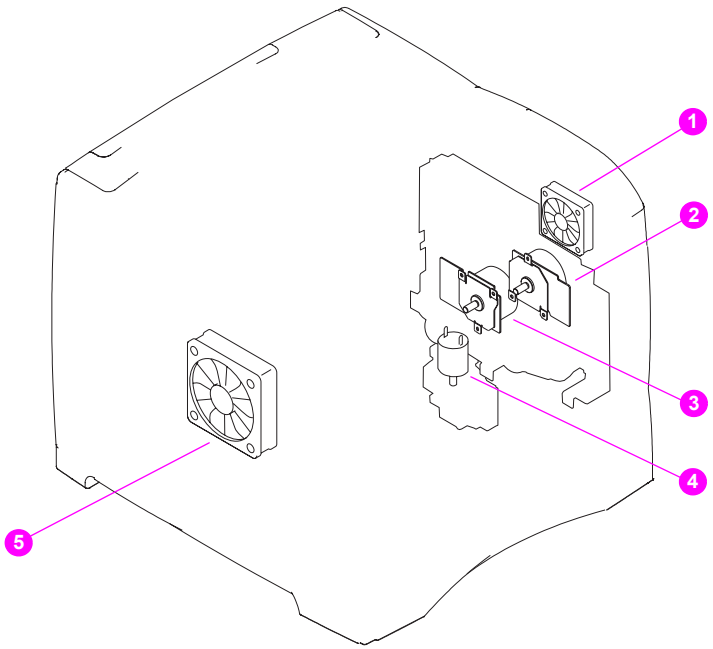


Figure 5-17 **LJ 4200/4300 motors and fans**

Reference	LJ 4200/4300 component
1	Right-side cooling fan (HP LaserJet 4300 only)
2	Print cartridge motor (HP LaserJet 4300 only)
3	Main drive motor
4	Lifter-drive motor
5	Main cooling fan

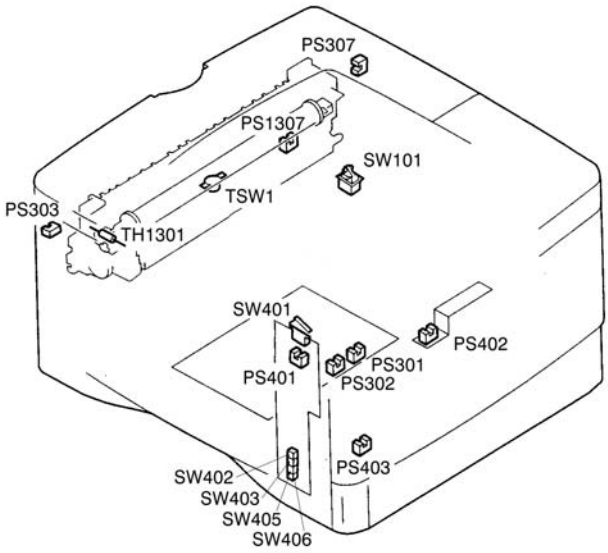


Figure 5-18 **LJ 5000 switches, sensors, and thermistors**

Table 5-1 Sensors and Signals (LJ 5000)

Sensor	Name
CL405	Registration roller clutch
CL406	Feed roller clutch
PS301	Tray 2 paper sensor
PS302	Tray 1 paper width sensor

Table 5-1 Sensors and Signals (continued) (LJ 5000)

Sensor	Name
PS303	Face-up tray open sensor
PS307	Face-down tray paper full sensor
PS401	Tray 1 paper sensor
PS402	Top of page sensor
PS403	Registration roller paper sensor
PS1307	Fuser delivery paper sensor
PS1601	250-sheet feeder paper sensor
PS1701	Duplexer reversing unit paper sensor
PS1702	Duplexer side registration guide home position sensor
PS1703	Duplexer refeed paper sensor
SL306	Tray 2 pickup solenoid
SL404	Tray 1 pickup solenoid
SW101	Main power switch
SW401	Top cover switch
SW403	Tray 2 paper size switch 1
SW404	Tray 2 paper size switch 2

Table 5-1 Sensors and Signals (continued) (LJ 5000)

Sensor	Name
SW405	Tray 2 paper size switch 3
SW1601	250-sheet feeder paper size sensors
SW1602	250-sheet feeder paper size sensors
SW1603	250-sheet feeder paper size sensors
SW1604	250-sheet feeder paper size sensors
TSW1	Fuser thermal switch
TH1301	Fuser roller thermistor

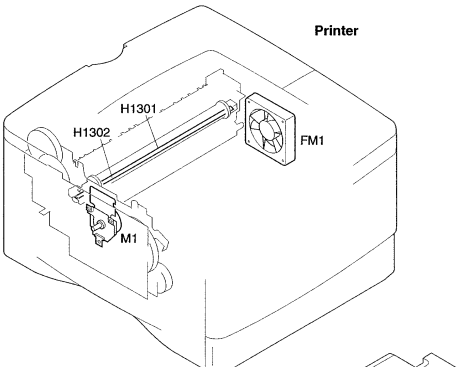


Figure 5-19 LJ 5000 motors and fuser heaters

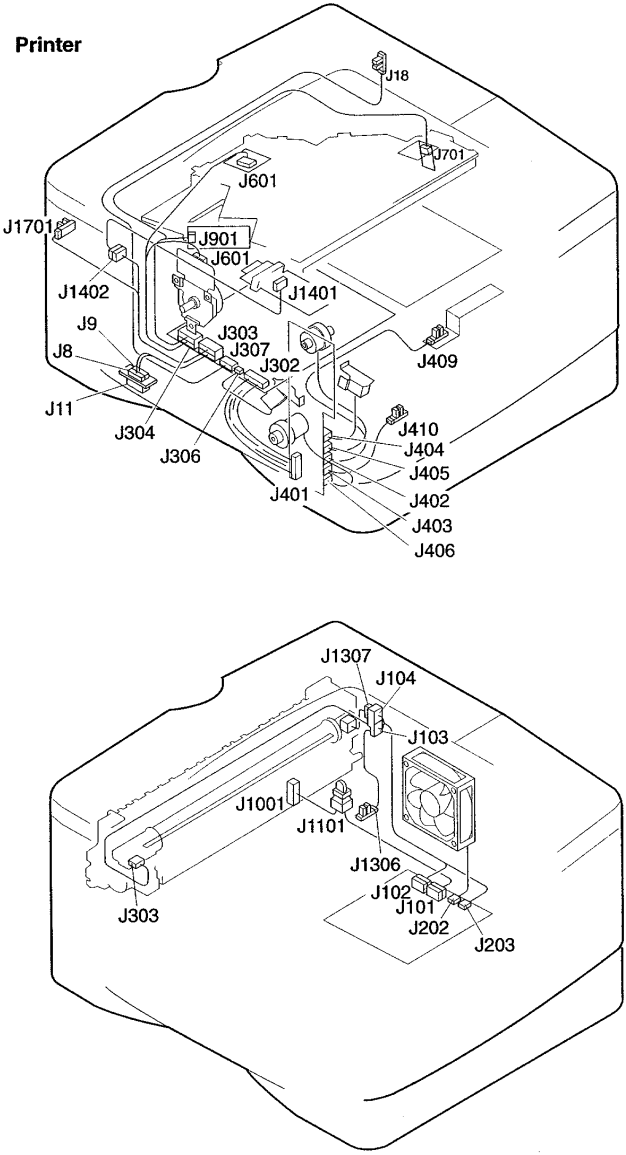


Figure 5-20 **LJ 5000 connectors**

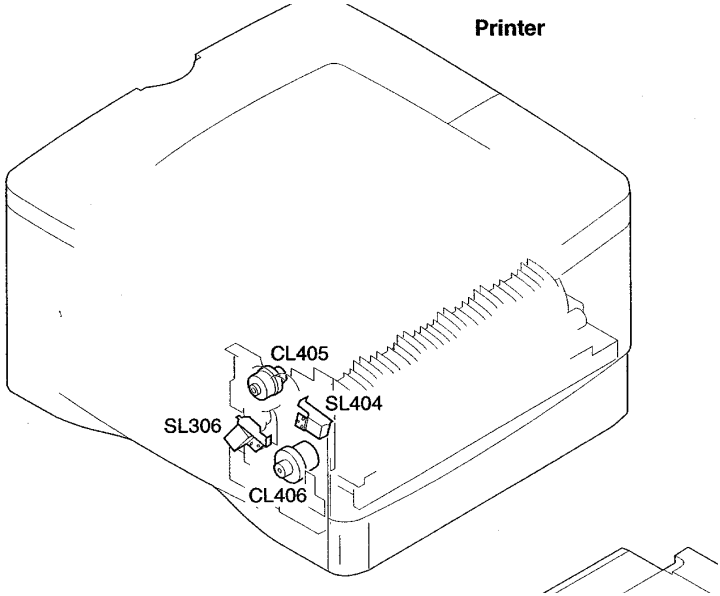


Figure 5-21 **LJ 5000 clutches and solenoids**

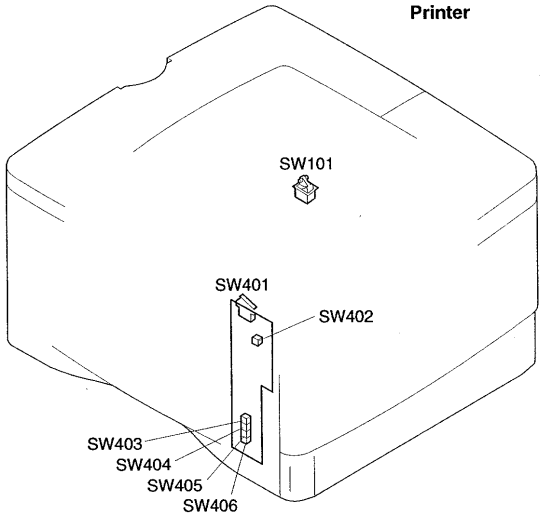


Figure 5-22 **LJ 5000 switches**

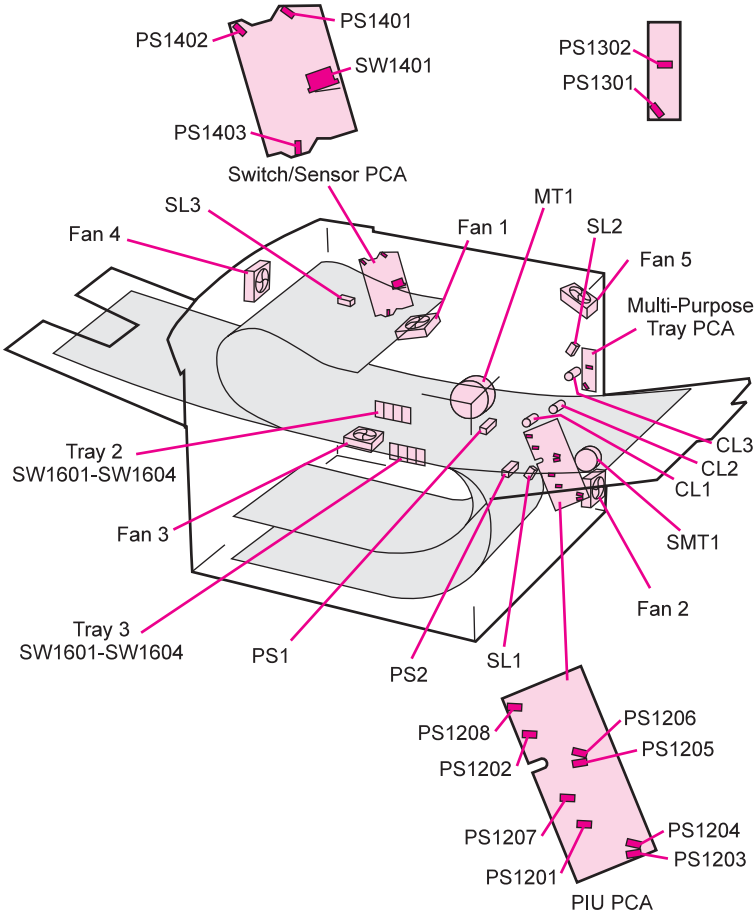


Figure 5-23 **LJ 8150 Switches, sensors, fans, and motors**

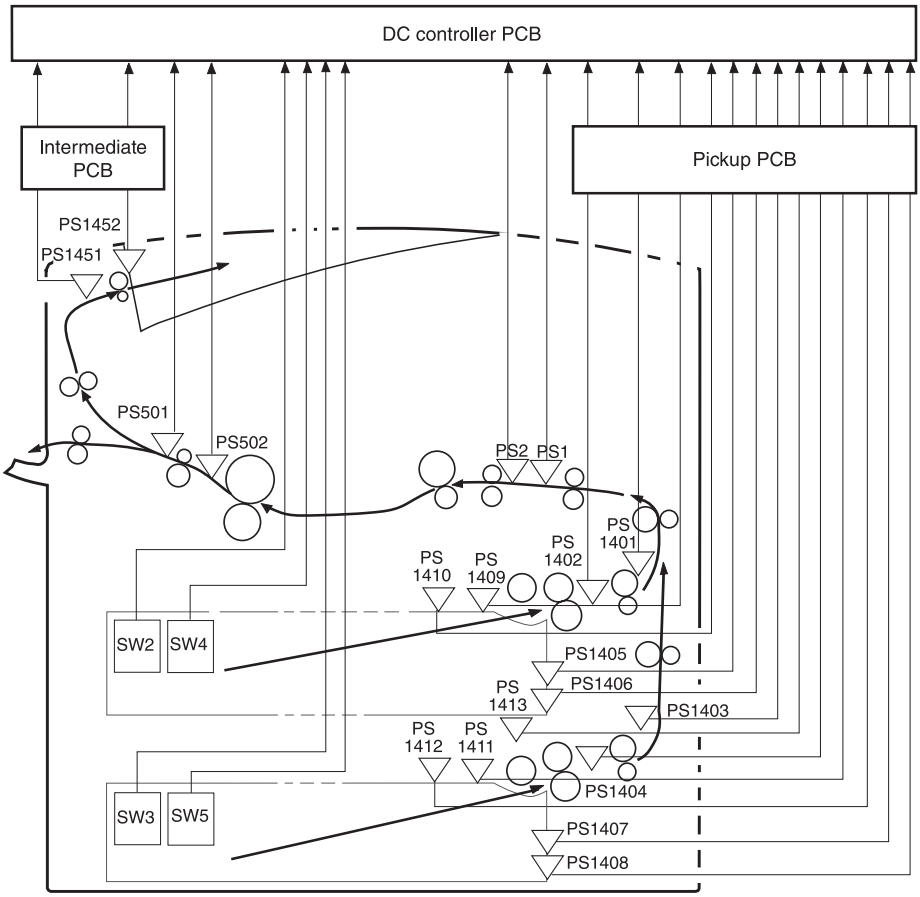


Figure 5-24 **LJ 9000 sensors**

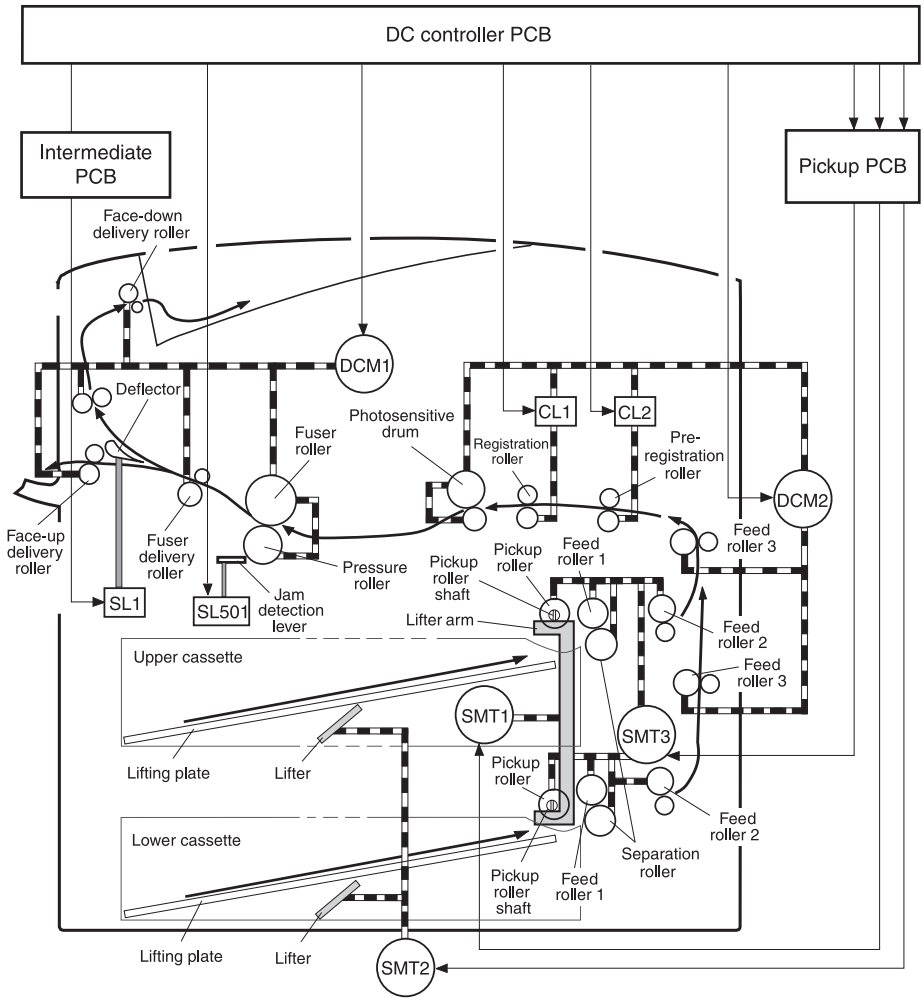


Figure 5-25 **LJ 9000 motors and solenoids**

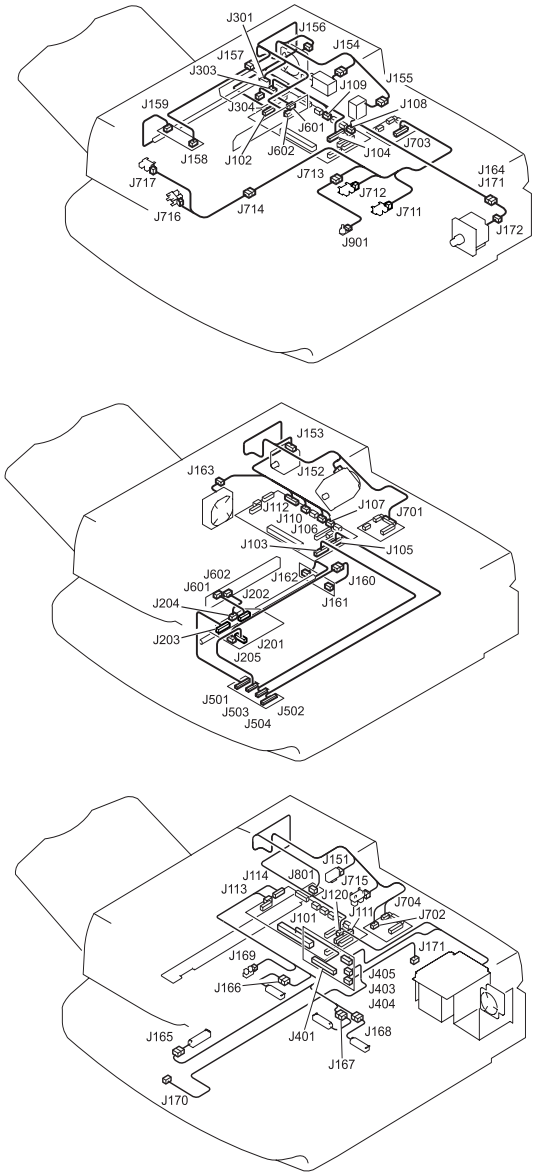


Figure 5-26 LJ 9000mfp connectors

Power-on or operational sequences

LJ 1000/1005/LJ 1150/1200/1300

Table 5-2 Basic sequence of operation (LJ 1150/1300)

Period	Purpose	Remarks
WAIT After the printer is turned on until the end of the initial rotation of the main motor.	To clear the drum surface of electric potential and to clean the transfer charging roller.	Detects whether or not the cartridge is installed.
STBY (Standby) From the end of the WAIT period or the LSTR period until the pickup command is input from the formatter. Or, from the end of the LSTR period until the printer is turned off.	To keep the printer ready to print.	
INTR (Initial Rotation Period) After the pickup command has been input from the formatter until the media reaches the pickup solenoid.	To stabilize the photosensitive drum sensitivity in preparation for printing. Also to clean the transfer charging roller.	
PRINT (Print) From the end of the initial rotation until the primary voltage goes OFF.	To form images on the photosensitive drum based on the VIDEO signals (/VDO, VDO) input from the formatter and to transfer the toner image onto the media.	
LSTR (Last Rotation Period) After the primary voltage goes OFF until the main motor stops rotating.	To deliver the last page. Also to clean the transfer charging roller.	When the pickup command is input from the formatter, the printer enters the INTR period immediately after the end of the LSTR period.

LJ 2300

1. Power is turned on.
2. CPU initialization.
3. Formatter communication start.
4. Main motor, reverse motor, and fan drive—Reads the paper-detecting status of each sensor in the printer immediately before driving the main motor, and assesses a jam if residual media is detected.
5. Residual paper check—After starting the main motor, detection of residual media in the printer resumes. If residual media is detected, the printer assesses a jam or automatically delivers the residual media.
6. High-voltage control—Detects the cartridge presence and cleans the transfer charging roller after the primary charging ac bias is turned on.
7. Failure or abnormality check—Detects door-open, fan-motor, and fuser-unit failures during the other sequence periods.

LJ 3300mfp

NA

LJ 4100mfp

Note

When the left most LED begins to flash (referred to as the CPB heartbeat), the CPB is functioning normally and the MFP is ready to process jobs

Table 5-3 Copy processor board initialization (LJ 4100mfp)

LED pattern	CPB status
First stage of CPB initialization	
ON* ON* ON ON *LEDs might flash before coming to a solid illuminated state	• CPB flash DIMM detected • CPB RAM DIMM detected • CPB processor is working • CPB has communication with the ASIC
Note If CPB initialization stops and the LEDs stay in the continuously illuminated state, a CPB failure has occurred (for example, a memory DIMM is not present or fully seated).	

Table 5-3 Copy processor board initialization (continued) (LJ 4100mfp)

LED pattern	CPB status
ON ON OFF ON	• Communication is established between the MIPS processor and the PCI bridge.
OFF ON OFF ON	• Communication is established between the MIPS processor and the FPGA.
OFF OFF OFF ON	• The FPGA SRAM is checked.
OFF OFF OFF OFF	• Communication is established between the MIPS processor, the DSP, and the DSP RAM.
Second stage of CPB initialization	
LED pattern	**CPB status**
OFF OFF OFF ON	• The right-most LED illuminates and stays on when the connection to the SSA (the portion of the firmware tat runs in the print engines RAM) is established.
OFF OFF ON ON	• The LED second from the right illuminates when communication occurs between the CPB and the scan engine.
ON* OFF ON ON *Flashing after a one to two second solid illumination state	• The left-most LED illuminates to indicate the CPB has booted properly. When this LED begins to flash (referred to as the CPB heartbeat), the CPB is functioning normally and the MFP is ready to process jobs.
The CPB remains in this state even when the MFP is in PowerSave mode.	

Table 5-4 Basic sequence of operation (LJ 4200/ 4300)

Period (sequence)	Description
Waiting	This is the period of time from when the printer power is turned on until the main motor or drum motor (HP LaserJet 4300 only) begins to rotate. During this time the transfer roller is cleaned and the microprocessor on the DC controller PCA checks to determine if a print card ridge is installed in the printer.
Standby	This is the period of time from the end of the waiting sequence until the print command is input from the host computer, *or* from the end of the last rotation is input from the sequence (described below) until a print command host computer, *or* until the printer power is turned off. The message READY appears on the control-panel display.
Initial rotation	This is the period of time when the photosensitive drum is stabilized to prepare for printing.
Print	This is the period of time from the initial rotation until control system detects the page entering the printer (the page is detected by the top of page sensor (PS103).
Last rotation	This is the period of time from the completion of the print job until the main motor or drum motor (HP LaserJet 4300 only) stops. The final page of the job is delivered to an output bin and the transfer roller is cleaned. If another print job is immediately detected (sent by the host computer) the printer returns to the initial rotation period. If no print jobs are waiting, then the printer returns to the standby period.

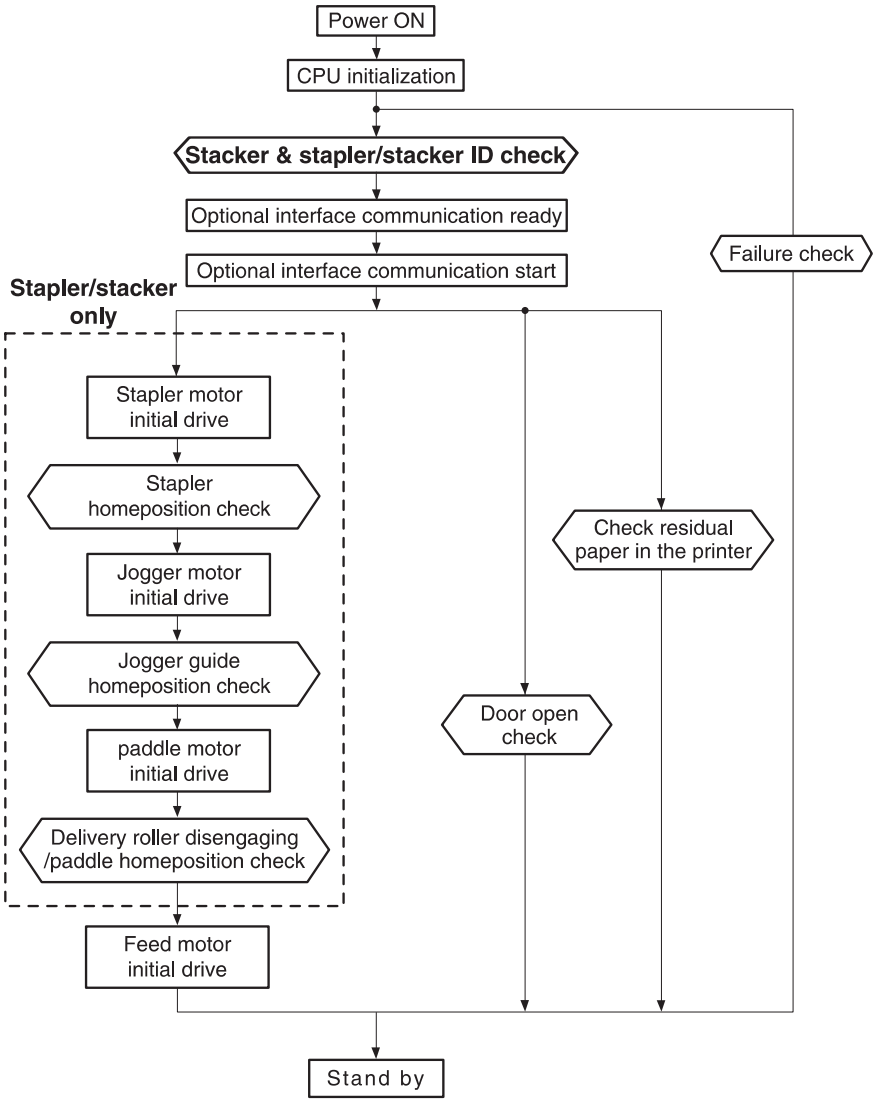


Figure 5-27 LJ 4200/4300 stacker and stapler stacker power-on sequence

Table 5-5 Basic sequence of operation (LJ 5000)

Period	Timing	Purpose	Remark
WAIT	From power on until the Main Motor completes the initial drive.	Clears the drum surface potential and cleans the transfer charging roller.	During this period, the printer detects the toner level and the presence of the cartridge.
STBY (standby)	From the end of the WAIT period until the /PRNT signal is input from the Formatter, or from the end of the LSTR period until the /PRNT signal is input from the Formatter or until the power is turned off.	Makes the printer ready to print.	
INTR (initial rotation)	After the /PRNT signal is input from the Formatter until the DC Controller outputs the /TOP signal.	Stabilizes the sensitivity of the photosensitive drum in preparation for printing, and cleans the transfer charging roller to stabilize the transfer high voltage.	
PRINT	From the end of the INTR period until the top of the paper sensor detects the trailing edge of the paper.	Forms an image on the photosensitive drum according to the /VDO and VDO signals input from the video controller, and transfers the image to paper.	During this period, the printer detects the remaining toner.

Table 5-5 Basic sequence of operation (continued) (LJ 5000)

Period	Timing	Purpose	Remark
LSTR (last rotations)	After the primary DC voltage turns off until the Main Motor stops.	Delivers the final page and cleans the transfer charging roller.	As soon as the /PRNT signal is input from the Formatter PCA, the printer enters the INTR period.

LJ 5100

Table 5-6 Basic sequence of operation (LJ 5100)

Period	Timing	Purpose	Remark
WAIT	From power on until the main motor completes the initial drive.	Clears the drum surface potential and cleans the transfer charging roller.	During this period, the printer detects the toner level and the presence of the cartridge.
STBY (standby)	From the end of the WAIT period until the /PRNT signal is input from the formatter, or from the end of the LSTR period until the /PRNT signal is input from the formatter or until the power is turned off.	Makes the printer ready to print.	

Table 5-6 Basic sequence of operation (continued) (LJ 5100)

Period	Timing	Purpose	Remark
INTR (initial rotation)	After the /PRNT signal is input from the formatter until the dc controller outputs the /TOP signal.	Stabilizes the sensitivity of the photosensitive drum in preparation for printing, and cleans the transfer charging roller to stabilize the transfer high voltage.	
PRINT	From the end of the INTR period until the top-of-the-paper sensor detects the trailing edge of the paper.	Forms an image on the photosensitive drum according to the /VDO and VDO signals input from the formatter, and transfers the image to paper.	During this period, the printer detects the remaining toner.
LSTR (last rotations)	After the primary dc voltage turns off until the main motor stops.	Delivers the final page and cleans the transfer charging roller.	As soon as the /PRNT signal is input from the formatter PCA, the printer enters the INTR period.

Table 5-7. Basic sequence of operation (LJ 8150)

Period	Timing	Purpose
WAIT	From power on to the end of Main Motor initial rotation.	Clear the drum surface potential and clean the Transfer Roller.
STBY (standby)	From the end of the WAIT or the LSTR period until the input of the PRNT signal from the Formatter PCA. Or from the end of the LSTR period to power off.	Maintain the printer in the READY state.
INTR (initial rotation)	From the input of the PRNT signal from the Formatter PCA until the laser diode intensity has been stabilized.	Stabilize the photosensitive drum sensitivity in preparation for printing. Clean the Transfer Roller.
PRNT (print)	From the end of the initial rotation until the Scanner Motor stops.	Form images on the photosensitive drum based on the /VDO signal from the Formatter PCA. Transfer the image to the media.
LSTR (last rotation)	From the primary voltage (DC) off until the Main Motor stops. If another PRNT signal is sent from the Formatter PCA, the printer returns to the INTR period. If not, it returns to the STBY period.	Deliver the last sheet of paper and clean the Transfer Roller.

LJ 9000

1 Power is turned on.

2 CPU and ASIC initialization.

3 Video interface communication start (formatter).

4 All fans are turned on.

5 Fuser and pressure roller heaters are turned on.

6 Cartridge presence check.

7 Cartridge memory check.

8 Initialization of optional accessories, if installed.

9 Pickup roller motor and cassette lifter motors are turned on.

10 Pickup roller motor and cassette lifter motors are turned off.

11 Fuser motor, drum motor, and transfer negative bias are turned on.

12 Pressure bias and jam detection lever drive solenoid (SL501) are turned on.

13 Developing ac bias is turned on (toner level detection).

14 Fuser reaches its target temperature.

15 Fuser motor, drum motor, transfer negative bias, pressure bias, and SL501 are turned off.

16 Standby.

LJ 9000mfp

The CPB processes most jobs at the scan engine and sends the data to the print engine in the form of hardware ready bits (HRB). The formatter performs three processing tasks: n-up, book copying, and image rotation. When one of these tasks is performed, data is sent to the formatter in PCL-XL format.

The formatter sends a scan command to the CPB after it receives a scan command from the control panel by way of the dc controller. The CPB then sends a scan command to the scanner controller board (SCB). The SCB generates the image data and sends the image data back to the CPB which, in turn, passes the image back to the formatter. Depending on the original request from the control panel (n-up, book copying, or image rotation), the formatter completes the processing. The data is then passed to the dc controller for printing, or is passed to a computer for digital sending.

A Service support

Obtaining work instructions

To gain access to work instructions

1. Open a web browser, such as Internet Explorer or Netscape Navigator.
2. Type **http://partner.americas.hp.com** in the **Address** or **Go** box, and then press Enter.
3. Under **enter site**, click **hp partner web**.
4. Type your user name and password, and then click **OK**.
5. Click **support**.
6. Under **technical support information**, click **technical support website**.
7. Click **online work instructions**.
8. Select the product that you want from one of the lists.

Product	Number	Descriptions
LJ 5000 LJ 5100	bpl90289	13.1, 13.2, 13.3, error messages
	bpl90290	13.5, 13.6, error messages
	bpl90291	41.x error messages
	bpl90292	50.1 through 50.5 error messages
LJ 9000	bpl90164	HP LJ 9000 Printers - parts recovery program, 13.05, 13.06, 13.31 or 13.32 paper jams, also known as accordion of fan fold jam in fuser
	bpl90127	HP LJ 9000 Printers - Troubleshooting and resolving 13.20 paper jam error messages
	bpl90221	HP LJ 9000 Printers - 2000 sheet tray 4, grinding, clicking noises, tray will not lift due to damaged drive assembly
	bpl90236	HP LJ 9000 Printers -13.11 paper jams, image shift or skew issues when printing from 2000 sheet input tray 4
	bpl90244	HP LJ 9000 Printers - thumping noise when printing caused by flat spots on the fuser assembly

Product	Number	Descriptions
LJ 9000mfp	bpl90151	HP LaserJet 9000mfp-firmware bundle versions and issues fixed
	bpl90241	HP LaserJet 9000mfp-initial setup and installation instructions
	bpl90254	HP LaserJet Printers-troubleshooting printer hanging in processing job, print jobs will not print, 40 errors, 49 errors, and 79 errors.

Obtaining service notes

To gain access to service notes

1. Open a web browser, such as Internet Explorer or Netscape Navigator.
2. Type **http://partner.americas.hp.com** in the **Address** or **Go** box, and then press Enter.
3. Under **enter site**, click **hp partner web**.
4. Type your user name and password.
5. Click **support**.
6. Under **technical support information**, click **technical support** website.
7. Click the product type, such as **laserjet** or **laserjet color**.
8. Select the product that you want from the list.

Product	Number	Description
LJ 4100mfp	C9148A-01	Un able to perform a RFU on a MFP with a 10 GB drive. Updating the boot-loader.
LJ 5000	C4110A-08	HP LaserJet 5000 Series Printer-error 53.1x.03
	C4110A-06A	50.4 fuser errors
	C4110A-07	HP LaserJet 4050/5000 printer power-on mode behavior
	C4110A-01A	HP LaserJet 5000, 5000N, and 5000GN printer service update for LaserJet 4V/4MV service personnel
	C4110A-03	C4115A 500-sheet feeder and tray accessory parts update for HP LaserJet 5000. 5000N, 5000GN
	C4110A-05	13.2, 13.3, 13.4, 13.5 errors, repeated jams under the toner cartridge
	C4110A-02	HP LaserJet 5000, 5000N, and 5000GN printer service update for LaserJet 4V/4MV service personnel.
	C4110A-04	Repeated 41.3 error, repeated paper jams at registration assembly
LJ 5100	Q1860A-01	LJ 5100 introduction service note

Product	Number	Description
LJ 9000 LJ 9000mfp	C8519A-20	Print quality defect from fuser delaminating/gouging
	C8519A-19	Tray 4 back guide spacer for decreasing jams and reducing image shift
	C8519A-18A	Defective power supplies 3K stapler/stacker
	C8519A-03A	13.05, 13.06, 13.31, or 13.32 paper jams also known as accordion or fan fold jam in the fuser
	C8519A-17A	Warranty change in Americas and Asia Pacific regions
	C8519A-01C	Remote firmware upgrade from earlier version of firmware
	C8519A-05D	Flat spots on fuser assembly causing thumping noises
	C8519A-04A	False 13.20 paper jams (no paper inside the paper path)
	C8519A-10A Q2458A-07	Tray 4 not lifting
	C8519A-11A Q2458A-06	Grinding noise when stapling at 40 degrees angle staple position
	C8519A-12A Q2458A-05	Mis-registration issues at the accumulator assembly
	C8519A-13A Q2458A-04A	“Bad Duplexer Connection” message at the control panel

Product	Number	Description
LJ 9000 LJ 9000mfp **continued**	C8519A-16A	“Job climbing paper Jam” due to paper with excessive curl
	C8519A-06A	Tray 4 input jams 13.11’s and paper guide shifting
	C8519A-15	Service manual and part number updates
	C8519A-08	Tray 4 empty or damaged paper input unit (possible 13.11 or 66.11)
	C8519A-07	Modify casters to allow them to swivel
	C8519A-02	Paper jam 13/10.00 and/or paper jams in face-down bin instead of going to the duplexer
	C8523A-14 Q2458A-16	Print quality defect from fuser delaminating/gouging
	C8523A-13 Q2458A-15	Tray 4 back guide spacer for decreasing jams and reducing image shift
	C8523A-12A Q2458A-14A	Defective power supplies 3K stapler/stacker
	C8523A-11A	Warranty change in americas and Asia Pacific regions
	C8523A-10 Q2458A-12	Remote firmware upgrade from earlier version of firmware
	C8523A-05C Q2458A-08A	Flat spots on fuser assembly causing thumping noises
	C8523A-08 Q2458A-10	When replacing a 5 Gb HDD with a 10Gb HDD in a LaserJet 9000mfp, a new DIMM is required to correctly execute RFU (remote firmware upgrade)
	C8523A-07 Q2458A-09	Some LaserJet 9000mfp’s shipped with 10Gb HDD will require a new DIMM to correctly perform remote firmware upgrade (RFU)
	C8523A-02A	Grinding noise when stapling at 40 degrees angle staple position
	C8523A-03A	Mis-registration issues at the accumulator assembly
	C8523A-04A Q2458A-03	“Job climbing paper Jam” due to paper with excessive curl
	C8523A-06 Q2458A-02	Tray 4 input jams 13.11’s and paper guide shifting
	C8523A-01 Q2458A-01	Control panel alignment
	Q2458A-13A	Various fuse assembly issues

Service websites

HP Customer Care Online

Go to the following website for information about software drivers, support documentation, and frequently asked questions.

http://www.hp.com/go/support

HP Learning center

The learning center makes web-based training modules available to HP partners. The following compact disks contain LaserJet training information.

- Direction for obtaining an account: http://vsslfpro.zcce.compaq/plm/contact/index.html
- Log-in page: http://vsslfpro.compaq/plm

- LaserJet Fundamentals H8989-60101
- LJ 1200/1220 C7044-60107
- LJ 4100mfp C9148-60107
- LJ 9000 C8523-679090
- Elements of LaserJet Fundamentals 5851-1533
- LJ 2300 Q2472-60110
- LJ 4200/4300 Q2431-67901
- LJ 9000mfp C8523-60110
- LJ 1150/1300 Q1334-60106
- LJ 3300mfp C9124-60129
- LJ 4600/5500 C9656-60105

Parts

The following website allows you to search for HP product parts using the HP product name or model number, part number, or by choosing an HP product from a list. See the *hp LaserJet Quick Reference Monochrome Parts Guide* (5851-1595) for a complete parts list and printer illustrations

http://www.hp.com/go/partsinfo

To order pars, go to

http://www.partsdirect.hp.com

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hp LaserJet 1150
hp LaserJet 1300
hp LaserJet 2300/2300L/2300n/2300d/2300dn/2300dtn
hp LaserJet 3300mfp
hp LaserJet 4100mfp
hp LaserJet 4200/4200n/4200tn/4200dtn/4200dtns/4200dtnsL
hp LaserJet 4300/4300n/4300tn/4300dtn/4300dtns/4300dtnsL
hp LaserJet 5000/5000n/5000gn/5000dn
hp LaserJet 5100/5100tn/5100dtn/5100Le
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